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AUTHOR McCabe, Timothy J.
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ABSTRACT

In November 1984, surveys were mailed to the 215 interlibrary loan coordinators of OHIONET institutions asking them to participate in a study of interlibrary loan (ILL) photocopying practices and procedures. Questionnaires were returned by 152 coordinators for a response rate of 71%. The study focused on the use of various tools in the selection and ordering of ILL photocopies (e.g., union lists, the OCLC ILL subsystem, and the OCLC Name-Address Directory); the nature and amount of ILL activity of these institutions; and the factor of cost in the ordering and the supplying of ILL photocopies. The reactions of ILL personnel concerning possible participation by their libraries in proposed cooperative ILL photocopy cost containment programs were also solicited, as well as their attitudes toward the role of the library association in fostering ILL cost containment programs. Respondents were given the opportunity to comment upon any of the topics covered in the survey. A general summation of the study with recommendations for future study are included in this detailed report. (Author/THC)

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INTERLIBRARY LOAN PHOTOCOPYING AMONG OHIONET INSTITUTIONS: A STUDY ENCOMPASSING ITS NATURE AND VARIOUS PRACTICES, WITH SPECIAL EMPHASIS UPON THE COST FACTOR IN ILL PHOTOCOPYING AND REACTIONS TO PROPOSED COOPERATIVE COST CONTAINMENT PROGRAMS

for

Peter A. Shocket, Ph.D.

by

Timothy J. McCabe

This Working Paper is in Partial Fulfillment
of the Requirement for the Degree of
Masters of Public Administration

Xavier University

February 15, 1986

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Abstract:

In November, 1984 the Interlibrary Loan coordinators of OHIONET institutions were mailed surveys and asked to participate in a study of Interlibrary Loan (ILL) photocopying practices and procedures. The study focused upon such aspects of the interlibrary environment as the use of various "tools" in the selection and ordering of ILL photocopies (e.g., union lists, the OCLC ILL subsystem, and the OCLC Name-Address Directory), the nature and amount of ILL activity of these institutions, and the factor of "cost" in the ordering and the supplying of ILL photocopies. The reactions of ILL personnel concerning possible participation by their libraries in proposed cooperative ILL photocopy cost containment programs were solicited. Respondents' attitudes concerning the role of the library association in fostering ILL cost containment programs were also solicited. Respondents were given the opportunity to comment upon any of the topics covered in the survey. A general summation with recommendations for future study and action were offered.

Acknowledgement

A study of this type could not have been done without the help of many others. I thank all who so generously helped me to accomplish this work. In particular, I wish to thank Dr. Peter Shocket, Director of the Public Administration Graduate Program and faculty advisor for this paper. His valuable insights on survey construction and analysis were most appreciated. I also thank Ms. Paula Warnken, Director of Xavier University Libraries, who agreed to sponsor and support this effort; Mr. Gary Strawn, Head of Technical Services, for his numerous, helpful suggestions; Ms. Vicki Young, Head of Xavier University Libraries Reader Services, who spent much time proofreading the draft; Ms. Marilyn Wagner, Secretary to the Library Director, and Ms. Jenny Presnell, Reader Services Librarian, both of whom offered helpful advice and encouragement; Ms. Liz Haradon, Xavier University Libraries Reader Services, and Mr. Paul Fiorelli, Xavier University Accounting and Business Law Department, who advised me on word processing; Dr. David I. Chiappone of the Xavier University Psychology Department, who helped me to work with SPSSX; my mother, Mrs. Charles J. McCabe and my niece Miss Kathleen Lutterbach, who helped in the preparation of mailings; Mr. Daniel Gottlieb, Head of the University of Cincinnati Interlibrary Loan Service, Mr. James Hurtt, and Sr. Deborah Harmeling, Mt. St. Mary's Seminary Library, all of whom helped to critique the survey; Ms. Sidnie Reed, Xavier University Libraries Interlibrary Loan Service, who advised me on paper format.

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CHAPTER I: INTRODUCTION

During the past five years I have served as the Interlibrary Loan Coordinator at Xavier University Library. The purpose of the Interlibrary Loan (ILL) Service is to make available to library patrons information not otherwise found at the Library. Books needed for research purposes but not found at Xavier University Library may be borrowed from other libraries. Photocopies of articles from journals not held by the Library may be purchased from other libraries for Xavier patrons. Other libraries make similar requests for books and photocopies from the Interlibrary Loan Service at Xavier University Library.

Two factors regarding Interlibrary Loan as practiced in libraries today have impressed me most. First, the cost of maintaining such a service to both libraries and to their patrons. For libraries, substantial costs can be incurred in terms of staff time necessary to process ILL requests, in terms of communications costs (for many libraries, requests are handled over a computerized interlibrary network, the OCLC system), and in shipping costs. Patrons are often responsible for paying any charges made by a supplying library for the loan of a book or the purchase of a photocopy.

In an effort to promote more student and faculty use of the Library, Xavier University Library

underwrites at this time many of the "other library" fees charged for Interlibrary Loan transactions. This places an additional burden upon already limited Library resources.

The second factor that has impressed me most regarding Interlibrary Loan is the tremendous need for coooperation between libraries engaging in Interlibrary Loan. The majority of libraries make their materials available on Interlibrary Loan. In order to make other libraries aware of the presence of a certain book or journal within an individual library, that library will spend time and money in "publicizing" its presence through entering the title into a paper or on-line catalog or union list.

The willingness of libraries to cooperate is reflected in the blossoming of library associations and consortia throughout the country. At every level--local, state, regional, and national--librarians come together to share ideas, to confront common problems, and to cooperate. Interlibrary Loan is one form of that cooperation.

Xavier University Library is used as an illustration of the above point. Xavier has ties at the local level through the Greater Cincinnati Library Consortium (GCLC), at the regional level through the Southwestern Ohio Council for Higher Education (SOCHE), at the state level through the Academic Library

Association of Ohio (ALAO), and at the national level through OHIONET, the Ohio-based branch of OCLC (On-Line Catalog Center), and also the American Library Association (ALA). Interlibrary Loan is one form of cooperation encouraged and facilitated at each of these levels.

How might libraries cooperate to reduce costs, especially the costs of Interlibrary Loan? That is the general focus of this paper. In particular, this study will address the following element of cost and its containment within the Interlibrary Loan service: the cost of fees for photocopies charged by a supplying library to a requesting library. The importance of such a study is founded on economic reality. Unless the cost of providing information for patrons can be curtailed or otherwise controlled, many patrons or subsidizing libraries will not be able in the future to afford, on a regular basis, information otherwise available through Interlibrary Loan photocopies.

This study takes one slice of the library community, i.e., OHIONET libraries, and attempts to do the following:

first, study the Interlibrary environment (e.g, the types of libraries, their use of such library "tools" as OCLC, union lists, and the Name-Address Directory, etc.);

second, study the volume of ILL activity in these libraries;

third, study the element of "cost" in the ordering and in the supplying of ILL photocopies;

fourth, present the reactions of OHIONET ILL personnel concerning participation in various proposed programs which would seek to reduce or eliminate the supplying libraries' ILL photocopying fees;

fifth, study the perceptions of OHIONET members regarding the role of the library association in Interlibrary Loan cost containment;

sixth, present various opinions expressed by respondents in the concluding portion of the survey;

seventh, offer a general summation with recommendations for future study/action.

CHAPTER II: METHODOLOGY

PART A: CHOICE OF SUBJECT

OHIONET libraries were chosen as the object of this study.* The reasons for choosing OHIONET libraries to study were:

first, since most of these institutions had their own OCLC terminals, they had a common, usable line of communication: the OCLC network. Some libraries did not have their own OCLC terminal or use of the OCLC ILL subsystem, but they were very few. With ease in communication, the possibility of interest in cooperative programs might be greater;

second, OHIONET has a variety of library participants (Academic, Public, Medical, and Special Libraries). It would be interesting to see how these types of libraries interrelated in the area of Interlibrary Loan;

third, all OHIONET libraries were in the State of Ohio. It would be interesting to see whether ILL activity was largely confined within the state;

fourth, since Xavier University Library was an OHIONET member, it was likely that the return rate to a survey sponsored by a fellow member would be higher than otherwise.

* These institutions were listed in the OCLC Participating Institutions, Arranged by Network and Institution: 1984 July. Almost all entries listed under the OHIONET network were chosen for the survey. Those institutions which were listed as being "Inactive" members of OHIONET were not surveyed. Also, a handful of entries which in my judgment were really institutional non-entities, were omitted. (For a listing of institutions that responded or did not respond to the survey, see Appendixes F and G.)

PART B: THE INSTRUMENTATION

A questionnaire was prepared in September/October, 1984. This device was reviewed and critiqued by several members of the Xavier University Library staff as well as by others working at other libraries. (The survey is reproduced in Appendix C.)

In addition to the four-page questionnaire, a cover letter addressed to the "Interlibrary Loan Coordinator" was prepared and printed on Xavier University Library stationary. The purpose and the importance of the survey was explained. Each respondent was asked to return the questionnaire in the self-addressed, stamped envelope which accompanied the survey (See Appendix A).

Finally, each questionnaire included a form which asked for the name and job title of the respondent, whether the respondent wished to have the survey results mailed to him/her, and whether they could be contacted to clarify any of the answers given (See Appendix B). Each "personal information" form included a three-digit case identification number in the lower

left-hand corner. This number was also found on the return envelope.

On November 19, 1984, 215 questionnaires were mailed by first-class delivery. Of the 215 surveys mailed, 152 were returned and used in the tabulation of results, for a response rate of 71 percent.** Returned surveys were accepted until March 16, 1985, the day the results were tablulated.

Response to the survey was good, I believe, since:

first, this was apparently a topic of interest. For the 152 used surveys, 134 respondents indicated that they would like to have the survey results sent to them;

second, I promised that the results would be sent to "... the OHIONET Interlibrary Loan Advisory Council, to appropriate library associations within the State of Ohio, and to all interested survey participants" (See cover letter, Appendix A);

and third, the survey was relatively easy to complete and included postage for the return mailing.

** Nine surveys besides the 152 counted surveys were also returned: one was returned by the Post Office (addressee unknown); five institutions did not choose to participate in the survey since they felt it did not apply to them; two returned the completed survey too late to be included; and one returned the survey, but from the given answers it was apparent that this institution should not have participated, since this library had no periodical holdings.

PART C: DESCRIPTION OF QUESTIONNAIRE

The survey was divided into three sections. (For a copy of the survey, see Appendix C.)

Section I briefly solicited information regarding the type of library being surveyed (Q.1) and also what personal or institutional professional memberships were held by those surveyed (Q.2 to Q.10).

Section II initially solicited information on whether the greater part of the surveyed library's periodicals were cataloged on the OCLC system (Q.11) and whether a greater part of their periodical holdings could be found on a union list (Q.12). Also, libraries were asked whether they had listed their Interlibrary Loan policies on the OCLC Name-Address Directory (NAD) (Q.13) and whether the Name-Address Directory had proven helpful to them (Q.14).

After this introductory questioning, Section II divided into two parts: Part A--questions concerning the surveyed institution's "ordering of photocopies from other libraries" and Part B, which dealt with the library's "supplying of photocopies to other libraries."

In Section II, Part A, libraries were asked how they ordered photocopies: what tool they used most often to locate a supplying library (Q.16); how their photocopy requests were transmitted to potential

suppliers (Q.18); what type of library supplied them with the greatest number of photocopies (Q.19); and in what locale were they generally able to find suppliers for their requests (Q.20).

In addition, there were four questions relating to cost in Part A. Respondents were asked to choose what criterion was most important to them in selecting a potential supplying library (e.g., convenience, cost, or speed) (Q.17). Respondents were also asked how often did they know at the time of ordering how much a photocopy would cost (Q.21); how concerned in general were they regarding the costs of their purchased photocopies (Q.22); and whether they passed on to their own patrons the full charges of photocopies ordered for them (Q.23).

In Section II, Part B, questions were asked about the respondent's supplying of photocopies to other libraries. For the most part these questions concerned cost factors: how much did they charge for a ten-exposure request (Q.26); how did they feel their fee structure compared to other libraries (Q.27); whether they had ever performed an in-house study to determine how much it cost them to supply photocopies (Q.28); how often did they revise their photocopy fee structure (Q.29). Besides these "cost" questions, respondents were asked to indicate total numbers of transactions, both incoming and outgoing, for

photocopies and books (Q.30 to Q.34) and to describe where they stood as far as supplying photocopies in relation to their purchasing photocopies (Q.25).

Section III inquired concerning what interest responding libraries might have in participating in various proposed interlibrary photocopying programs within the OHIONET network. Such programs were described as voluntary in nature but that they "would assume that participating libraries would begin to enter their periodical titles into the OCLC system if not done so previously" (cf. Survey, Section III, Introduction).

Two general types of programs were offered: first, programs in which interlibrary photocopies would be sent free of charge and second, programs in which interlibrary photocopies would be sold at a reduced rate.***

Each type of proposed program was offered under various circumstances: Free or reduced rate photocopies for OHIONET libraries of the same type (Q.35 and Q.36)****; for all OHIONET Academic libraries (regardless of whether public or private) (Q.37 and Q.38)*****; for OHIONET libraries with similar levels of Interlibrary Loan activity (Q.39 and Q.40); and for all OHIONET libraries (Q.41 and Q. 42).

Section III concluded with inquiries as to whether the responding library had any type of reciprocal

agreement for free or reduced-rate photocopies (Q.43); what role library associations should play in promoting free or reduced-rate programs (Q.44); and what self-perceived level of influence had the individual respondent concerning the setting of the interlibrary photocopy fee policy at his/her library (Q.45).******

The participants were encouraged to give comments concerning any of the topics raised in the survey in the space provided on page four of the questionnaire.

*** The meaning of "reduced rate" was kept intentionally undefined, as this survey only wished to gauge initial, general respondent reactions and not to become enmeshed in detailed program proposals.

**** The "types" of libraries as detailed in the survey were: Academic Library in a Private Institution; Academic Library in a Public Institution; Medical Library; Public Library; Special Library and "Other."

***** Questions 37 and 38 were to be answered by Academic Libraries only.

****** The survey included two questions (Q. 15 and Q. 24) which if answered "No" by the respondent, resulted in the respondent being inappropriately excluded from completing the survey. Twenty-nine libraries answered "No" to one or both questions. These libraries were sent back the unanswered portions of their surveys (along with a self-addressed, stamped envelope) so that they could complete the survey. Of the twenty-nine, all but three returned the survey a second time. (One of these three returned the completed sections too late for those sections to be included in the final tabulation.) Those not returning the uncompleted parts were given "Missing" responses for those parts at the time of tabulation. (For a reproduction of the letter sent to the twenty-nine libraries in which the problem was explained, see Appendix D).

PART D: TABULATION OF RESULTS

The questionnaire was coded to allow for answers to be easily entered and processed on SPSSX, a software package especially suited for computation and manipulation of information in the social sciences. Besides merely providing frequency counts for answers, SPSSX allowed for extensive use of crosstabulation of chosen variables.

CHAPTER III: PRESENTATION OF DATA/BRIEF CRITICISM

PART A: INTERLIBRARY ENVIRONMENT: DESCRIPTION OF RESPONDING LIBRARIES/ USE OF OCLC/ UNION LISTS, NAD, LIBRARY LOCATION TOOLS/ METHODS OF ORDERING/ GEOGRAPHIC AVAILABILITY OF MATERIALS/GREATEST PHOTOCOPY SUPPLIERS

1. DESCRIPTION OF RESPONDING LIBRARIES

Each respondent was asked what type of library best described his own: Publicly-supported Academic Library; Privately-supported Academic Library; Public Library; Special Library; Medical Library; or some "Other" type of library.

a. Types of Libraries Represented

Of the 152 institutions answering the questionnaire, the largest group of respondents were from Privately-supported Academic Libraries (26.5% of the total, or 40 cases). This was followed closely by Public Libraries (24.5% of the total*, or 37 cases). Publicly-supported Academic Libraries were the third highest respondent group (19.9% of the total, or 30 cases). Special Libraries accounted for 16.6% of the total response (25 cases) and Medical Libraries 9.3% of the total response (14 cases). 3.3% of the respondents classified themselves as some "Other" type of library (5 cases).

(SEE CHART #1)

* Unless otherwise stated, percentages described throughout this study will be valid percentages, not total percentages (i.e., missing cases are not figured into percentages).

b. Location of Libraries within Ohio

Libraries were catagorized according to the area within Ohio in which they were located. The three-digit area code from the telephone number solicited on the "personal information" form was used to roughly catagorize libraries into these general area divisions: Northeast Ohio (Area Code 216); Northwest Ohio (Area Code 419); Southwest Ohio (Area Code 513); and Southeast Ohio, including the Columbus, Ohio area (Area Code 614). (See Appendix E)

30.9% of the respondents (47 cases) were from the Southeast Ohio-Columbus,Ohio area; 29.6% of the respondents (45 cases) were from Northeast Ohio. Southwest Ohio accounted for 24.3% of the responding institutions (37 cases), while Northwest Ohio contributed 15.1% of the total response (23 cases).

(SEE CHART #2)

2.OCLC STATUS OF PERIODICALS IN OHIONET LIBRARIES: ARE GREATER PART OF TITLES FOUND ON OCLC OR NOT?

Libraries were asked whether the greater part (i.e., more than 50%) of their periodical titles were cataloged on OCLC. The great majority, 69.3% (104 cases) said "No," while 30.7% (46 cases) said "Yes."

(SEE CHART #3)

a.Status: Greater Part of Periodical Titles on OCLC or Not, Crosstabulated with Type of Library

When the above figures were broken down by Type of Library, it was found that 62.1% (18 of 29 cases) of Publicly-supported Academic Libraries did in fact have the greater part of their periodical titles cataloged on OCLC. This is compared to Privately-supported Academic Libraries: only 25% having the greater part of their periodical titles on OCLC (40 total cases). The figures for Medical, Public, and Special Libraries are similar to that of the Privately-supported Academic Libraries: Medical Libraries with 21.4% "Yes" and 78.6% "No" (14 total cases); Public Libraries with 22.2% "Yes" and 77.8% "No" (36 total cases); Special Libraries with 24% "Yes" and 76% "No" (25 total cases). "Other" libraries had 100% "No" (5 total cases).

(SEE CHART #4)

b.Status: Greater Part of Periodical Titles on OCLC or Not, Crosstabulated with Overall Level of Interlibrary Loan Activity

Responses ("Yes" and "No") to whether the greater part of the library's periodicals were cataloged on OCLC were broken down by overall levels of Interlibrary Loan activity (First Level Activity: the fewest transactions ; Fourth Level Activity : the most transactions).

The figures for Levels One to Three were about the same: First Level Activity, 21.9% "Yes" and 78.1% "No" (32 total cases); Second Level Activity, 31.3% "Yes" and 68.8% "No" (32 total cases); Third Level Activity, 24.2% "Yes" and 75.8% "No" (33 total cases). The Fourth Level Activity showed a different set of figures: 53.1% "Yes" and 46.9% "No" (32 total cases).

(SEE CHART #5)

CRITICISM: The periodical titles of the responding OHIONET libraries are for the most part not represented on the OCLC system. About 7 of 10 libraries do not have the greater part (i.e., more than 50%) of their periodical titles represented on the system.

This tendency is <u>not</u> true for Publicly-supported Academic Libraries where about 6 of 10 libraries <u>do</u> have the greater part of their periodical titles so represented. Why this great discrepency between

Publicly-supported Academic Libraries and the remaining libraries? Perhaps it is a question of economics.

Libraries that do the heaviest traffic in Interlibrary Loans are much more likely to have their periodical titles represented on the OCLC system.

3.UNION LIST STATUS OF PERIODICALS IN OHIONET LIBRARIES: ARE A GREATER PART OF THE PERIODICAL HOLDINGS FOUND ON A UNION LIST OR NOT?

When asked whether their library had the greater part of their periodical holdings (more than 50%) listed on a local, regional, or national union list, 111 of the respondents said "Yes" (74%), while 39 said "No" (26%).

(SEE CHART #6)

a.Status: Greater Part of Periodical Holdings on a Union List or Not, Crosstabulated by Type of Library

When information on whether the greater part of a library's periodical holdings were found on some type of union list was crosstabulated by Type of Library, the following statistics resulted:

Medical Libraries had 100% "Yes" (14 cases). Privately-supported Academic Libraries had 85% "Yes" (34 cases), 15% "No" (6 cases); Publicly-supported Academic Libraries had 76.7% "Yes" (23 cases), 23.3% "No" (7 cases); Public Libraries 71.4% "Yes" (25 cases), 28.6% "No" (10 cases); Special Libraries 48% "Yes" (12 cases), 52% "No" (13 cases); "Other" libraries had 40% "Yes" (2 cases), 60% "No" (3 cases).

(SEE CHART #7)

b.Status: Greater Part of Periodical Holdings on a Union List or Not, Crosstabulated by Level of Activity for the Sending of Photocopies

When the above "Yes" and "No" responses to the status of periodical holdings on a union list were crosstabulated by the level of activity experienced by individual libraries for sending interlibrary photocopies, the following resulted: (Note: First Level Activity: the fewest photocopies sent; Fourth Level Activity: the most photocopies sent)

for First Level Activity: 19 "Yes" and 9 "No" (67.9% to 32.1%);

for Second Level Activity: 19 "Yes" and 10 "No" (65.5% to 34.5%)

for Third Level Activity: 24 "Yes" and 5 "No" (82.8% to 17.2%)

for Fourth Level Activity: 23 "Yes" and 6 "No" (79.3% to 20.7%).

(SEE CHART #8)

c.Status : Greater Part of Periodical Holdings on a Union List or Not, Crosstabulated by Location of Library within Ohio

When "Yes" and "No" answers to the above were crosstabulated by geographic zone within Ohio, the following resulted:

in Northeast Ohio 79.5% said "Yes" (35 cases), 20.5% said "No" (9 cases);

in Northwest Ohio 73.9% said "Yes" (17 cases), 26.1% said "No" (6 cases);

in Southwest Ohio 81.1% said "Yes" (30 cases), 18.9% said "No" (7 cases);

and in the Southeast Ohio/Columbus,Ohio region 63% said "Yes" (29 cases), 37% said "No" (17 cases).

(SEE CHART #9)

CRITICISM: In contrast to the response given to the previous question concerning the status of periodical titles on OCLC, most responding libraries do have the greater part (more than 50%) of their periodical holdings on some sort of union list (about every 3 of 4 libraries).

Special Libraries, with only 48% of them indicating that they have the greater part of their periodical holdings on a union list, were the exception to the overall tendency. The Medical Libraries' 100% "Yes" response seems to indicate a high degree of appreciation by those libraries for the need of

information transfer. (Note: "Other" libraries are not included in any of the critiques of this study.)

Several libraries could not be included in the crosstabulation of "Union List Status" by "Level of Activity for the Sending of Photocopies." There were 37 missing observations. For those included in the crosstabulation, however, this tendency was seen: those libraries that sent out more ILL photocopies (Third or Fourth Level Activity libraries) also have a heavier involvement in participating in union lists than for those libraries that sent out less ILL photocopies (First and Second Level Activity libraries).

As far as whether geography might have some part to play in a library's level of participation in a union list, it can only be said that the Southeast Ohio/Columbus, Ohio libraries 63% "Yes" response did markedly contrast to the 81.1% "Yes" response given by Southwest Ohio libraries. Why there would be such a difference is not clear.

4. STATUS OF INTERLIBRARY LOAN POLICIES OF OHIONET LIBRARIES IN THE NAME-ADDRESS DIRECTORY

When asked whether their library had entered their Interlibrary Loan policies into the OCLC Name-Address Directory (NAD), 58.2% of the respondents said "Yes" (85 cases) while 41.8% said "No" (61 cases).

(SEE CHART #10)

a. Status: Interlibrary Loan Policies in the Name-Address Directory or Not, Crosstabulated by Type of Library

When "Yes" and "No" answers to the above were crosstabulated by the type of library of the respondents, the following resulted:

for Privately-supported Academic Libraries: 20 "Yes" and 18 "No" (52.6% to 47.4%);

for Publicly-supported Academic Libraries: 15 "Yes" and 15 "No" (50% to 50 %);

for Medical Libraries: 9 "Yes" and 5 "No" (64.3% to 35.7%);

for Public Libraries: 24 "Yes" and 11 "No" (68.6% to 31.4%);

for Special Libraries: 15 "Yes" and 8 "No" (65.2% to 34.8%);

for "other" libraries: 1 "Yes" and 4 "No" (20% to 80%).

(SEE CHART #11)

CRITICISM: About 6 of 10 responding libraries indicated that their ILL policies were listed on the OCLC Name-Address Directory (NAD). Public Libraries, Special Libraries, and Medical Libraries respectively lead the way in this regard. Academic Libraries in general showed somewhat less inclination to publicize their policies through NAD.

5. ATTITUDE OF RESPONDENTS TOWARDS NAME-ADDRESS DIRECTORY: IS IT HELPFUL OR NOT?

Libraries were asked whether they considered the OCLC Name-Address Directory helpful. 52.2% said that they have found it helpful (71 cases), while 47.8% said that they had not found it helpful (65 cases).

(SEE CHART #12)

a. Responses to Whether NAD Was Found Helpful or Not, Crosstabulated by Type of Library

When the above answers were crosstabulated by type of library, these results were seen:

for Privately-supported Academic Libraries: 17 "Yes" and 19 "No" (47.2% to 52.8%);

for Publicly-supported Academic Libraries: 16 "Yes" and 10 "No" (61.5% to 38.5%);

for Medical Libraries: 6 "Yes" and 7 "No" (46.2% to 53.8%);

for Public Libraries: 16 "Yes" and 18 "No" (47.1% to 52.9%);

for Special Libraries: 14 "Yes" and 7 "No" (66.7% to 33.3%);

and for "other" libraries: 1 "Yes" and 4 "No" (20% to 80%).

(SEE CHART #13)

CRITICISM: Overall response to the Name Address Directory (NAD) by those surveyed was lukewarm. Medical Libraries, Public Libraries, and Privately-supported Academic Libraries gave overall negative response to the NAD. In each case the negative response was a little over 50%. In contrast, Special Libraries liked NAD . Every 2 of 3 Special Libraries thought it was helpful. Every 6 of 10 Publicly-supported Academic Libraries also liked NAD. This was in contrast to Privately-supported Academic Libraries, more of which responded that NAD was not helpful.

It would be interesting to discover what about NAD was found helpful to Special Libraries and Publicly-supported Academic Libraries and how these two types of Libraries generally used NAD.

6. TOOL CHECKED FIRST IN FINDING POTENTIAL SUPPLYING LIBRARIES FOR INTERLIBRARY PHOTOCOPIES

Libraries were asked to indicate the "tool" they usually used first in their attempt to find a supplier for their photocopy requests.

51% (73 cases) said that they used some kind of local or regional union list first. Next came the OCLC system (35%, 50 cases). 10 cases said that they chose some "other" means (7%). 3.5% used New Serial Titles or the Union List of Serials first (5 cases). 2.8% used the telephone (4 cases). One library (.7%) said that it used a "subject-oriented union list."

(SEE CHART #14)

a. "Tool Checked First," Crosstabulated by Type of Library

When the "tool checked first" answers where crosstabulated by Type of Library, the following statistics resulted:

for Privately-supported Academic Libraries: 48.7% (19 cases) checked a Local or Regional Union List first; 38.5% (15 cases) checked OCLC; 10.3% checked New Serial Titles or the Union List of Serials (4 cases); one library (2.6%) checked some "other" tool;

for Publicly-supported Academic Libraries: Local or Regional Union List, 53.6% (15 cases); OCLC, 42.9% (12 cases); the telephone, 3.6% (1 case);

for Medical Libraries: Local or Regional Union List, 92.9% (13 cases); a subject-oriented union list, 7.1% (1 case);

for Public Libraries: Local or Regional Union List, 47.1% (16 cases); OCLC, 32.4% (11 cases); some "other" means, 17.6% (6 cases), and the Telephone, 2.9% (1 case);

for Special Libraries: OCLC, 50% (11 cases); Local or Regional Union List, 31.8% (7 cases); Telephone, 9.1% (2 cases); some "other" means, 9.1% (2 cases);

for those 5 libraries that classified themselves in the "other" category: Local or Regional Union List,40% (2 cases); New Serial Titles or ULS, OCLC, and "Other" means---each 1 case (20% each).

(SEE CHART #15)

b."Tool Checked First," Crosstabulated by the Activity Level for Photocopy Orders Received

When "Tool Checked First" was crosstabulated by the Activity Level for Photocopy Orders Recieved (First Level Activity= the fewest photocopies received; Fourth Level Activity= the greatest number of photocopies received), these statistics resulted:

for the First Level of Activity: Local-Regional Union List, 64% (16 cases); OCLC, 28% (7 cases); NST-ULS and "Other", 4% each (each 1 case);

for the Second Level of Activity: Local-Regional Union List, 50% (14 cases); OCLC, 46.4% (13 cases); "Other," 3.6% (1 case);

for the Third Level of Activity: Local or Regional Union List, 44.4% (12 cases); OCLC, 33.3% (9 cases); Telephone, 11.1% (3 cases); NST-ULS, 7.4% (2 cases); "Other," 3.7% (1 case);

for the Fourth Level of Activity: Local or Regional Union List, 48.3% (14 cases); OCLC, 44.8% (13 cases); "Other," 6.9% (2 cases).

Note: There were 43 Missing Observations for this crosstabulation.

(SEE CHART #16)

CRITICISM: Local or Regional Union lists, probably because of their capacity to explicitly state holdings for individual periodical titles, were the preference

for locating potential supplying libraries over the OCLC record (which only supplies symbols of Holding Libraries, but no explicit holding statements). Between the two (e.g. union lists and OCLC) 86% of the responding libraries found their means of locating a supplying library. The traditional tools, New Serial titles and the Union List of Serials, were very seldom a first choice as a selection tool for these libraries.

Local or Regional Union Lists were the first selection tool choice for both types of Academic Libraries, for Medical Libraries, and for Public Libraries. Only Special Libraries chose OCLC as a first choice selection tool. Interestingly, not one Medical Library included OCLC as a first choice selection tool.

The volume of ILL photocopies received by a requesting library was seemingly not a factor in its approach in selecting potential supplying libraries for those photocopies. More libraries of each Activity Level (from those receiving the least amount of ILL photocopies to those receiving the greatest amount of ILL photocopies) chose a "Local-Regional Union List" as the first choice selection tool than OCLC or other possible selection tools.

7. THE MEANS BY WHICH PHOTOCOPIES ARE ORDERED MOST OFTEN

The survey included a question concerning what means was most often used to order photocopies from other libraries. The greatest number (46.3%, 69 cases) responded that photocopies were most often ordered over the OCLC ILL subsystem. The next most common means for ordering was through the U.S. Mail (31.5%, 47 cases). 23 libraries (or 15.4%) used the telephone most often. 9 libraries (6% of the response) said that they chose "other" means to order photocopies (e.g., such as working through other libraries). One library used an on-line vendor (.7%).

(SEE CHART #17)

a.Means Most Often Used for Ordering Photocopies, Crosstabulated by Activity Levels for Receiving ILL Photocopies

When the results above were crosstabulated with the four Levels of Activity for Receiving interlibrary photocopies (First Level Activity: the least amount of photocopies received ; Fourth Level Activity: the most photocopies received), these were the results:

for First Level Activity libraries: U.S. Mail, 40.7% (11 cases); OCLC Subsystem, 29.6% (8 cases); Telephone, 29.6% (8 cases);

for Second Level Activity libraries: OCLC Subsystem, 46.7% (14 cases); U.S. Mail, 40% (12 cases); "Other," 6.7% (2 cases); Telephone, 3.3% (1 case); On-line vendor, 3.3% (1 case);

for Third Level Activity libraries: OCLC Subsystem, 58.6% (17 cases); U.S. Mail,20.7% (6 cases); Telephone, 17.2% (5 cases); "Other," 3.4% (1 case);

for Fourth Level Activity libraries: OCLC Subsystem, 64.3% (18 cases); Telephone and U.S. Mail, each with 14.3% (4 cases each); "Other," 7.1% (2 cases).

Note: There were 38 "Missing Observations" in this crosstabulation.

(SEE CHART #18)

b.Means Most Often Used for Ordering Photocopies, Crosstabulated by Type of Library

When answers concerning the means an individual library most often used to order photocopies were crosstabulated by Type of Library, the following was seen:

for Privately-supported Academic Libraries: OCLC ILL subsystem, 62.5% (25 cases); U.S. Mail, 30% (12 cases); Telephone, 5% (2 cases); On-Line Vendor, 2.5% (1 case);

for Publicly-supported Academic Libraries: OCLC ILL subsystem, 58.6% (17 cases); U.S. Mail, 24.1% (7 cases); Telephone, 13.8% (4 cases); and "Other," 3.4% (1 case);

for Medical Libraries: U.S. Mail, 35.7% (5 cases); "Other," 28.6% (4 cases); Telephone, 21.4% (3 cases); OCLC ILL subsystem, 14.3% (2 cases);

for Public Libraries: U.S. Mail, 38.9% (14 cases); OCLC ILL subsystem, 30.6% (11 cases); Telephone, 22.2% (8 cases); "Other," 8.3% (3 cases);

for Special Libraries: OCLC ILL subsystem, 50% (12 cases); Telephone, 25% (6 cases); U.S. Mail, 20.8% (5 cases); "Other," 4.2% (1 case);

for libraries that were classified in the "Other" category: U.S. Mail, 80% (4 cases); OCLC ILL subsystem, 20% (1 case).

(SEE CHART #19)

CRITICISM: Although, overall, libraries tend to locate potential supplying libraries through Local or Regional Union Lists (and not through OCLC), these libraries actually order their photocopies through the OCLC ILL Subsystem. The mail, the traditional means of conveying an ILL photocopy request, was not, overall, the primary means for these OHIONET libraries. On-line vendor ordering of photocopies has not become a primary means as yet for almost all of the surveyed libraries.

When the volume of photocopies ordered by these libraries was compared to the means of ordering these photocopies, an interesting pattern was seen. Libraries that seldom order photocopies (e.g. First Level Activity Libraries) still rely most heavily upon the U.S. Mail as the means to order photocopies, more so than other libraries.

The more photocopies that are ordered, the greater the tendency that these photocopies will be ordered through the OCLC ILL Subsystem and not through the U.S. Mail. This pattern is seen in the Second through Fourth Levels of Activity for receiving ILL photocopies.

Different types of libraries tended to order their photocopies through different means. Both types of Academic Libraries and Special Libraries chose most often the OCLC ILL Subsystem as the primary means of query. Medical Libraries and Public Libraries chose the

U.S. Mail most often as the primary means of sending ILL photocopy requests.

8. TYPE OF GEOGRAPHIC SEARCH GENERALLY NEEDED TO FILL AN INTERLIBRARY LOAN PHOTOCOPY REQUEST

Respondents were asked to indicate what type of search was most often needed to have their Interlibrary Loan photocopy requests filled. 41% (59 cases) said a local search was generally all that they needed. 31.3% (45 cases) said an "In-state" search was needed. 22.2% (32 cases) said a "Regional search." 4.2% (6 cases) said a "National search." 1.4% (2 cases) said they "did not know."

(SEE CHART # 20)

a.Type of Geographic Search Generally Needed to Fill an Interlibrary Loan Photocopy Request, Crosstabulated by Type of Library

When the above answers were crosstabulated by Type of Library, the following were the results:

for Privately-supported Academic Libraries: In-State, 42.5% (17 cases); Local search, 37.5% (15 cases); Regional search, 15% (6 cases); (with two libraries responding "Do not know");

for Publicly-supported Academic Libraries: In-State, 34.5% (10 cases); Local search, 34.5% (10 cases); Regional search, 27.6% (8 cases); National search, 3.4% (1 case);

for Medical Libraries: Local search, 46.2% (6 cases); Regional search, 38.5% (5 cases); In-State search, 15.4% (2 cases);

for Public Libraries: Local search, 51.4% (18 cases); In-State search, 28.6% (10 cases); Regional search, 17.1% (6 cases); National search, 2.9% (1 case);

for Special Libraries: Local search, 33.3% (7 cases); In-State search, 28.6% (6 cases); Regional search, 23.8% (5 cases); National search, 14.3% (3 cases);

for "Other" libraries: Local search, 60% (3 cases); Regional and National search, each 20% (1 case each).

(SEE CHART #21)

b.Type of Search Generally Needed to Fill an Interlibrary Loan Photocopy Request, Crosstabulated by the Responding Library's Location within Ohio

When answers regarding the type of search needed to fill photocopy requests were crosstabulated with the geographic zone within Ohio in which the respondent's library lay, the following resulted:

for libraries in Northeast Ohio: Local search, 52.4% (22 cases); In-State search, 28.6% (12 cases); Regional search, 16.7% (7 cases); National search, 2.4% (1 case);

for libraries in Northwest Ohio: In-State search, 52.4% (11 cases); Regional search, 28.6% (6 cases); Local search, 19% (4 cases);

for libraries in Southwest Ohio: Local search, 44.4% (16 cases); In-State search, 27.8% (10 cases); Regional search, 25% (9 cases); National search, 2.8% (1 case);

for libraries in Southeast Ohio/Columbus,Ohio area: Local search, 37.8% (17 cases); In-State search, 26.7% (12 cases); Regional search, 22.2% (10 cases); National search, 8.9% (4 cases); with 2 institutions responding "Do not know."

(SEE CHART #22)

CRITICISM: Most often OHIONET libraries' photocopy requests are filled either locally or in-state. 72.3% (or roughly 3 of 4) of the responding libraries said that their requests could most often be filled either locally or in-state. Another 26.4% (or roughly 1 or 4) of the responding libraries said that they had to most often do a regional or national search to have their photocopy requests filled. Very few requests need to be filled most often at the national level, with only 4.2% of the libraries indicating this as a necessity most often. With such a high rate of photocopies filled either in-state or locally,some sort of additional state-wide ILL cooperative program might be plausible and appreciated.

Privately-supported Academic Libraries and Public Libraries were most apt to have their ILL photocopies filled most often on the local or in-state levels (every 8 of 10 libraries indicated this). Medical Libraries and Special Libraries, possibly because of the specialized nature of their organizations, were less apt to have their ILL requests filled locally or in-state (about every 4 of 10 libraries had to most often go outside the state to have ILL photocopy requests filled).

The location of an OHIONET library within the State might indirectly point to whether or not a library goes outside the State in having an ILL

photocopy request filled. Of the responding libraries in the Northeast Ohio area, 81% indicated that their ILL photocopies could be filled either locally or in-state. This compares to the Southeast,Ohio / Columbus, Ohio area libraries: only 64.5% of those libraries indicated that their ILL photocopies were most often filled by a local or in-state search. Perhaps more specialized libraries were grouped in the Columbus area, which libraries might have specialized informational needs not found in-state or locally.

Northwest Ohio Libraries and Southwest Ohio Libraries fell in between the 81% and the 64.5% scores mentioned above (71.4% and 72.2% respectively). Since differences appear in the capability to fill requests locally or in-state among geographical groups of libraries, perhaps special study needs to be given to discern how to best fill local informational needs.

9. WHICH LIBRARIES SUPPLY THE GREATEST NUMBER OF INTERLIBRARY PHOTOCOPIES

Respondents were asked which type of library supplied them with the greatest number of photocopies. Publicly-supported Academic Libraries were listed as the greatest supplier the most number of times (80 cases; 54.4% of the total response), followed by Medical Libraries (19 cases; 12.9%), Public Libraries (16 cases, 10.9%), Privately-supported Academic Libraries (15 cases, 10.2%) and last of all Special Libraries (9 cases, 6.1%). 2 respondents said that they did not know which type was the greatest supplier to them (1.4%). 4.1% (6 cases) of the responses indicated the "Other" category.

(SEE CHART #23)

a. Which Libraries Supply the Greatest Number of Interlibrary Photocopies, Crosstabulated by the Respondent's Type of Library

When the above responses were crosstabulated by the Type of Library in which the respondent worked, the following was seen:

Privately-supported Academic Libraries listed Publicly-supported Academic Libraries as their chief supplier of photocopies 61.5% of the time (24 cases); followed by other Privately-supported Academic Libraries (30.8%, 12 cases), and Medical Libraries (5.1%, 2 cases). One Privately-supported Academic Library (2.6%) gave the "Other" response to this question.

Publicly-supported Academic Libraries listed other Publicly-Supported Academic Libraries as their chief suppliers of Interlibrary photocopies 85.7% of the time (24 cases), followed by Special Libraries (7.1%,2 cases) and Medical Libraries (3.6%, 1 case). There was one "Do not know" response (3.6%). Interestingly, no Publicly-supported Academic Library listed Privately-supported Academic Libraries or Public Libraries as their chief suppliers of Interlibrary photocopies.

Medical Libraries listed other Medical Libraries as their chief source of ILL photocopies 100% of the time (14 cases).

Public Libraries relied evenly upon both other Public Libraries and Publicly-supported Academic Libraries for the greatest number of their photocopies (each 16 cases, 43.2% each). Privately-supported Academic Libraries were listed as the greatest supplier 5.4% of the time (2 cases). The "Other" category was the choice of two libraries (5.4%). Special Libraries were given one vote (2.7%).

Special Libraries also chose Publicly-supported Academic Libraries as their greatest photocopy supplier (52.2%, 12 cases). This was followed by other Special Libraries (26.1%, 6 cases), the "Other" category (13%, 3 cases) and Privately-supported Academic Libraries (4.3%,1 case). One respondent answered "Do not know" to the question.

Of the five libraries which classified themselves in the "Other" category, 4 listed Publicly-supported Academic Libraries as their greatest suppliers, while one said that Medical Libraries supplied them the most Interlibrary photocopies.

(SEE CHART #24)

CRITICISM: According to this study, Publicly-supported Academic Libraries bear the brunt of supplying ILL photocopy requests to the responding OHIONET libraries much more so than all other types of libraries. Not only do other Publicly-supported Academic Libraries rely extensively upon the ILL

photocopy services of these libraries, but also they are the chief suppliers for the greater majority of Privately-supported Academic Libraries and for Special Libraries as well. Publicly-supported Academic Libraries share with Public Libraries the distinction of serving as the chief supplier of ILL photocopies to Public Libraries. Medical Libraries supply their own ILL photocopy needs most often.

PART B: INTERLIBRARY LOAN ACTIVITY OF THE RESPONDENTS: NATURE AND AMOUNT

1. DESCRIPTION OF OVERALL INTERLIBRARY LOAN TRANSACTIONS

Respondents were asked to give the total number of Interlibrary Loan transactions (i.e., all transactions, both incoming and outgoing, for photocopies and books) for the last year for which they had available statistics.*

For 131 of 152 respondents a total transaction figure was available. Transaction totals ranged from only 3 transactions per year to 49,700 transactions per year. The median figure was 813 transactions per year. 25% of the total had 242 total transactions or less per year (the lowest quartile). The upper quartile figure was 2195 transactions per year.

* Questions 30 through 34 of the survey solicited statistical information on transactions. The intent of the survey was to ask for "filled" transactions and not to include "unfilled" transactions. The figure I accepted for "Total Number of Transactions" (Q.30) was the summed total of figures entered for Questions 31 through 34 (e.g., the summed total of "Number of Books Loaned," "Number of Books Borrowed," "Number of Photocopy Orders Sent," and "Number of Photocopy Orders Received.")

If any of the figures for Q.31 through Q.34 were missing, the value for Q.30 ("Total Number of Transactions") became a missing value. If Q.30 ("Total Number of Transactions") was completed but any or all of Questions 31 to 34 remained incomplete, I accepted the response to Question 30 as a valid response.

When it was indicated by the respondent that figures were not for a whole year, I weighted the figures accordingly so that they might approximate a full year's figures.

a. Description of Overall ILL Activity by Type of Library

Figures for overall ILL statistics (i.e., all ILL transactions) were broken down by quartile groups into overall Interlibrary Loan "Levels of Activity" categories. Levels of Activity ranged from the First Level (the fewest transactions) to the Fourth Level (the most transactions).

These overall "Levels of Activity" were crosstabulated with the various Types of Libraries represented the survey. For overall transactions, Medical Libraries (13 cases) had the greatest percentage of libraries in the highest level of activity , the Fourth Level (61.5%; 8 cases). 30.8% of Medical Libraries were also found in the Third Level of Activity (4 cases), and one Medical Library (7.7% of the Medical Libraries counted) was found in the Second Level of Activity. No Medical Libraries reported the lowest Level of Activity.

Publicly-supported Academic Libraries (30 cases) reported 30% (9 cases) at the Fourth Level of Activity, 3.3% (1 case) at the Third Level of Activity, 33.3% (10 cases) at the Second Level of Activity, and a similar percentage (33.3%;10 cases) at the First Level of Activity.

Public Libraries (28 cases) reported 25% of its members had total ILL activity at the Fourth (i.e.,

highest) Level (7 cases). 42.9% (12 cases) of Public Libraries were found at the Third Level of Activity, with 17.9% (5 cases) at the Second Level. 14.3% (4 cases) had First Level Activity.

Privately-supported Academic Libraries (36 cases) had the following Activity Levels: 16.7% (6 cases) at the Fourth Level; 33.3% (12 cases) at the Third Level; 25% (9 cases) at the Second Level; and 25% (9 cases) also at the lowest Level of Activity, the First Level.

Special Libraries (21 cases) had one library or 4.8% of their total at the Fourth Level of Activity. 19% (4 cases) were at the Third Level of Activity. 38.1% (8 cases) were found in the Second Level of Activity, with a similar percentage, 38.1% (8 cases) found at the First or Lowest Level of Interlibrary Loan Activity.

Those libraries classified in the "Other" category reported 2 libraries at the lowest Level of Activity (100% of the reporting "Other" libraries).
Note: There were 22 missing observations for this crosstabulation.

(SEE CHART #25)

CRITICISM: For the libraries for which overall ILL statistics were available, it appears that the Medical Libraries proportionally have more libraries in the upper quartile levels of total ILL activity (i.e., Fourth or Third Levels) than any other group (92.3%).

This is followed by Public Libraries (67.9%), Privately-supported Academic Libraries (50%), Publicly-supported Academic Libraries (33.3%), and finally by Special Libraries (23.8%).

2. INTERLIBRARY TRANSACTIONS: BOOKS LOANED AND BORROWED

Respondents were asked to give figures for numbers of books loaned and books borrowed. Figures for books loaned on ILL ranged from zero transactions per year (9 cases) to 19661 transactions per year (1 case). The median figure for books loaned was 114.5 with the lower quartile figure at 21 and the upper quartile figure at 578.5. (126 valid cases; 26 missing cases)

For books borrowed, figures ranged from zero transactions per year (4 cases) to 7736 books per year (1 case). The median was 194 books borrowed per year. The lower quartile figure was set at 40 books per year and the upper quartile figure at 667 books per year. (121 valid cases; 31 missing cases)

3. INTERLIBRARY TRANSACTIONS: PHOTOCOPY ORDERS SENT AND RECEIVED

Information on Interlibrary Photocopy orders sent and received was solicited.

Figures for ILL photocopy orders sent, ranged from zero transactions (2 cases) to 11,332 (1 case), with the median at 47 orders sent. The lower quartile figure was 12.25 photocopies sent, and the upper quartile figure was 232 photocopies sent.(116 valid cases; 36 missing cases)

The range of ILL photocopy orders received was zero (2 cases) to 12,000. The median figure was 82 orders received, with 18 being the lower quartile figure and 546.5 being the upper quartile figure. (117 valid cases; 35 missing cases)

a. Activity Levels for Photocopy Orders Sent and Photocopy Orders Received, Crosstabulated by Type of Library

The Activity Levels of the different Types of Libraries surveyed for "Photocopies Sent" and for "Photocopies Received" were separately calculated.

(SEE CHARTS #26 and #27)

Results from each of these charts were further grouped into a "Top Half" Activity Level category (composed of the Third and Fourth Activity Levels) and a "Bottom Half" Activity Level Category (composed of the First and Second Activity Levels). A description of

this more general Activity Level for Photocopy Orders Sent and for Photocopy Orders Received for the different Type of Libraries follows:

for Privately-supported Academic Libraries:

46.6% (14 cases) were in the top half (Third or Fourth Activity Level) for the sending of photocopies; 62.5% (20 cases) were in the top half for receiving photocopies. 53.3% (16 cases) were in the bottom half for the sending of photocopies; 37.6% (12 cases) were in the bottom half for the receiving of photocopies. (30 valid cases: Photocopy Orders Sent; 32 valid cases: Photocopy Orders Received);

for Publicly-supported Academic Libraries:

62.1% (18 cases) were in the top half (Third or Fourth Activity Level) for the sending of photocopies; 53.5% (15 cases) were in the top half for receiving photocopies. 37.9% (11 cases) were in the bottom half for the sending of photocopies; 46.4% (13 cases) were in the bottom half for the receiving of photocopies. (29 valid cases: Photocopy Orders Sent; 28 valid cases: Photocopy Orders Received);

for Medical Libraries:

100% (10 cases) were in the top half (Third or Fourth Activity Level) for the sending of photocopies;

100% (9 cases) were in the top half for receiving photocopies. There were no Medical Libraries in the bottom half for the sending of photocopies, and no Medical Libraries in the bottom half for the receiving of photocopies;

for Public Libraries:

28% (7 cases) were in the top half (Third or Fourth Activity Level) for the sending of photocopies; 17.8% (5 cases) were in the top half for receiving photocopies. 72% (18 cases) were in the bottom half for the sending of photocopies; 82.2% (23 cases) were in the bottom half for the receiving of photocopies. (25 valid cases: Photocopy Orders Sent; 28 valid cases: Photocopy Orders Received);

for Special Libraries:

42.8% (9 cases) were in the top half (Third or Fourth Activity Level) for the sending of photocopies; 47.4% (9 cases) were in the top half for the receiving of photocopies. 57.1% (12 cases) were in the bottom half for the sending of photocopies; 52.6% (10 cases) were in the bottom half for the receiving of photocopies. (21 valid cases: Photocopy Orders Sent; 19 Valid Cases: Photocopy Orders Received);

for "Other" Libraries:

For the Sending of photocopies, only one case appeared. It was in the bottom half Level of Activity.

For the Receiving of Photocopy orders, again only one case appeared. It also was in the bottom half Activity Level.

CRITICISM: The purpose for grouping Types of Libraries into "Top Half" and "Bottom Half" Levels of Activity for ILL Photocopies Sent and Received was to discern where a Type of Library stood overall as far as incoming and outgoing ILL activity when compared to all the libraries for which statistics were available.

Privately-supported Academic Libraries, as a group, have a far greater percentage of libraries found in the "Top Half" (i.e. higher volume) Activity Level for Receiving Photocopies than for Sending Photocopies (62.5% to 46.6%).

Publicly-supported Academic Libraries showed an opposite tendency than their Privately-supported counterparts. A larger percentage of libraries appeared as "Top Half" (higher volume) senders than receivers of ILL photocopies (62.1% to 53.5%).

All Medical Libraries showed "Top Half" (higher volume) rankings in both directions.

Public Libraries showed most of their institutions in the "Bottom Half" (lower volume) ranking for both the sending and the receiving of ILL Photocopies.

Special Libraries tended as a group to have a few more than half of their institutions in the "Bottom

Half" (lower volume) ranking for both the sending and the receiving of ILL Photocopies.

4. RESPONDENTS SELF-PERCEPTION CONCERNING THEIR OWN LIBRARIES' PROPORTION OF "PHOTOCOPIES SENT" TO "PHOTOCOPIES RECEIVED"

Each respondent was asked to select one answer which best described his library's proportion of photocopies sent to photocopies received.

Of the 148 valid cases (4 cases were missing), 17.6% (26 cases) said that they sent out "many more" photocopies than they received. 10.8% (16 cases) said that they sent "more" photocopies than they received. 18.9% (28 cases) said that they "sent about as many" photocopies as they received. Another 18.9% (28 cases) said that they sent "fewer" photocopies than they received. 33.8% (50 cases) said that they sent out "far fewer" photocopies than they received.

(SEE CHART #28)

CRITICISM: A little more than half of the respondents (52.7%) indicated that they sent out "fewer" or "far fewer" photocopies than they received. Only about one in five (18.9%) of the libraries indicated some balance between "photocopies sent" and "photocopies received." About 3 in 10 libraries (28.4%) said that they were net suppliers of ILL Photocopies.

PART C: THE ELEMENT OF COST IN THE ORDERING AND SUPPLYING OF INTERLIBRARY PHOTOCOPIES

SECTION ONE: COST IN THE ORDERING OF INTERLIBRARY PHOTOCOPIES

1. DO MOST LIBRARIES REGULARLY ORDER INTERLIBRARY PHOTOCOPIES?

Libraries were asked whether they regularly ordered photocopies from other libraries (Q.15). All 152 respondents answered the question.

131 (86.2%) said "Yes." 21 (13.8%) said "No."

(SEE CHART #29)

a. Whether Interlibrary Photocopies are Regularly Ordered or Not, Crosstabulated with Respondent's Type of Library

When the above answers were crosstabulated by the respondent's Type of Library, the following resulted:

Privately-supported Academic Libraries said "Yes" 92.5% of the time (37 cases), while 7.5% said "No" (3 cases).

Publicly-supported Academic Libraries said "Yes" 86.7% of the time (26 cases), while 13.3% said "No" (4 cases).

All 14 Medical Libraries responded "Yes" (100%).

Public Libraries said "Yes" 78.4% of the time (29 cases), while 21.6% (8 cases) said "No."

Special Libraries said "Yes" 84% of the time (21 cases), while 16% (4 cases) said "No."

"Other" libraries said 3 "Yes" (60%) and 2 "No" (40%).

(SEE CHART #30)

2. WHICH CRITERION IN ORDERING INTERLIBRARY PHOTOCOPIES IS MOST IMPORTANT TO THE REQUESTING LIBRARY: CONVENIENCE, COST, OR SPEED?

Libraries were asked to choose between "convenience," "cost," or "speed" as the most important criterion used to select potential supplying libraries for interlibrary photocopies (Q.17).

142 of 152 respondents answered this question. 43% (61 cases) chose "cost" as the primary criterion, followed by "speed" (33.8%; 48 cases) and "convenience" (23.2%; 33 cases).

(SEE CHART #31)

a. Most Important Criterion in Ordering Interlibrary Photocopies, Crosstabulated by Type of Library

When response to choice of most important criterion was crosstabulated by respondent's Type of Library, the following was seen:

Privately-supported Academic Libraries most often chose "cost" as the primary criterion (65%; 26 cases), followed by "speed" (25%; 10 cases) and "convenience" (10%; 4 cases).

Publicly-supported Academic Libraries most often chose "cost" and "speed" equally as the primary criterion (34.6% each; 9 cases each), followed by "convenience" (30.8%; 8 cases).

Medical Libraries chose "speed" as the primary criterion most often (46.2%; 6 cases), followed

by "cost" (30.8%; 4 cases) and "convenience" (23.1%; 3 cases).

Public Libraries chose "cost" most often as the primary criterion (48.6%; 17 cases), followed by "convenience" (31.4%; 11 cases) and "speed" (20%; 7 cases).

Special Libraries chose "speed" most often as the primary criterion (60.9%; 14 cases), followed by "convenience" (21.7%; 5 cases) and "cost" (17.4%; 4 cases).

"Other" libraries chose "speed" most often as the primary criterion (50%; 2 cases), followed by "convenience" and "speed" (25% each, 1 case each).

(SEE CHART #32)

b.Most Important Criterion in Ordering Interlibrary Photocopies, Crosstabulated by Responding Library's Activity Level for Photocopies Received

When responses to the choice of most important criterion were crosstabulated by the Activity Level of the responding Library for Photocopy Orders Received (First Level Activity= the fewest photocopy orders received; Fourth Level Activity= the most photocopy orders received) the following was seen:

for First Level Activity Libraries, "cost" was chosen most often (45.8%; 11 cases), followed by "convenience" (29.2%; 7 cases) and "speed" (25%; 6 cases);

for Second Level Activity Libraries, "cost" and "speed" were chosen the greatest number of times (37.9% each; 11 cases each), followed by "convenience" (24.1%; 7 cases);

for Third Level Activity Libraries, "speed" was chosen most often (44.8%; 13 cases), followed closely by "cost" (41.4%;12 cases) and "convenience" (13.8%; 4 cases);

for Fourth Level Activity Libraries, "speed" was chosen most often (44.4%; 12 cases), followed by "cost" (37%; 10 cases) and "convenience" (18.5%; 5 cases).

(SEE CHART #33)

CRITICISM: "Cost," although chosen by the largest percentage of libraries as the most important criterion in ordering ILL photocopies (43%), was still the response of less than half of the libraries answering this question. Together, the alternate factors of "speed" and "convenience" accounted for 57% of the total response.

The "Cost" consideration is most important to the greatest percentage of Privately-supported Academic Libraries, to Public Libraries, and, along with the element of "Speed," to Publicly-supported Academic Libraries.

"Speed" is the most important criterion to the greatest percentage of Medical Libraries, to Special Libraries, and , as noted above, to Publicly-supported Academic Libraries.

"Convenience" was not the primary criterion for the greatest number of any type of library. It was the second largest response for Public Libraries (31.4%) and Special Libraries (21.7%) , however, and did receive a close third response from Publicly-supported Academic Libraries (30.8%).

The element of "Cost" appears to be more important to the majority of libraries that receive the <u>least amount</u> of ILL photocopies.

"Speed" becomes more and more the primary consideration for the greatest percentage of libraries

as the volume of "Photocopies Received" increases. However, "Cost" still remains as a primary criterion for many higher volume libraries.

3. AWARENESS OF INTERLIBRARY LOAN PERSONNEL CONCERNING THE PHOTOCOPY CHARGES OF OTHER LIBRARIES

Respondents were asked how often they had a good idea about how much a photocopy requested from another library would cost at the time of their ordering it (Q.21).

9.5% of the respondents (14 cases) reported that they knew the cost of their photocopy request "all of the time" at the time of ordering. 48.6% (72 cases) knew it "most of the time." 18.9% (28 cases) knew it "some of the time," and 14.9% (22 cases) knew it "infrequently." 8.1% (12 cases) did not know at all about the cost of their photocopy requests at the time of ordering.

(SEE CHART #34)

a. Level of Awareness, Crosstabulated by Type of Library

When the above responses were crosstabulated by the Type of Library of the respondent, the following occurred:

50% of Privately-supported Academic Libraries reported that they knew the cost of their photocopy orders "most of the time" (20 cases). The remaining 50% answered either "some of the time," "infrequently," or "not at all" (20 total cases);

72.4% of Publicly-supported Academic Libraries reported that they knew the cost of their

photocopy orders either "all of the time" or "most of the time" (21 cases total). The remaining 27.5% of the respondents answered "some of the time," "infrequently," or "not at all" (8 total cases);

All 14 Medical Libraries (100%) reported that they knew the cost of their photocopy orders either "all of the time" or "most of the time."

52.8% of the Public Libraries said that they knew the cost of their photocopy orders either "all of the time" or "most of the time" (19 cases total). 47.2% (17 cases total) answered "some of the time," "infrequently," or "not at all."

39.1% of the Special Libraries said that they knew the cost of their photocopies either "all of the time" or "most of the time" (9 cases total). 60.8% (14 cases total) answered "some of the time," "infrequently," or "not at all."

Two "Other" libraries responded that they knew the cost of their photocopy requests "all of the time" (40%), while the rest reported that they knew the cost of their requests "some of the time" or "infrequently" (3 total cases, 60%).

(SEE CHART #35)

b.Level of Awareness Crosstabulated by the Activity Level of the Responding Library for Photocopy Orders Received

Answers to Question 21 were crosstabulated by the Activity Level of the responding libraries for photocopy orders received (First Level Activity= the fewest photocopy orders received; Fourth Level Activity= the greatest number of photocopy orders received).

For First Level Activity libraries: 50% said either "all of the time" or "most of the time" (13 total cases); 50% said either "some of the time," "infrequently," or "not at all" (13 total cases).

For Second Level Activity libraries: 36.6% said either "all of the time" or "most of the time" (11 total cases); 63.3% said either "some of the time," "infrequently," or "not at all" (19 total cases).

For Third Level Activity libraries: 50% said either "all of the time" or "most of the time" (14 total cases); 50% said either "some of the time," "infrequently," or "not at all" (14 total cases).

For Fourth Level Activity libraries: 93.1% said either "all of the time" or "most of the time" (27 total cases); 6.9% (2 cases) responded "infrequently."

(SEE CHART #36)

CRITICISM: Overall, about 6 of 10 (58.1%) of the responding libraries said that they generally knew the photocopy charges of potential supplying libraries "all of the time" or "most of the time."

The Medical Libraries surveyed had the most comprehension of such policies. The Special Libraries, as a group, had the least awareness. Privately-supported Academic Libraries and Public Libraries were split about evenly between those knowing policies "all of the time" or "most of the time" and those knowing policies "some of the time," "infrequently," or "not at all." About 3 of 4 (72.4%) Publicly-supported Academic Libraries had good comprehension of such policies.

Those libraries receiving the greatest number of ILL photocopies (i.e. Fourth Level Activity Libraries) knew other libraries' ILL photocopy charges an exceptionally high number of times. Libraries doing less volume (i.e. First Level to Third Level Activity Libraries) showed much less awareness generally.

4.PHOTOCOPY CHARGES: ARE INTERLIBRARY PHOTOCOPY CHARGES OF THE SUPPLYING LIBRARY PASSED ON TO THE PATRON OR NOT?

Question 23 asked respondents whether they generally passed on to their patrons the "full cost of photocopies ordered for them (i.e., the charges of the supplying libraries)."

56.9% (82 cases) said "Yes," they did pass on the full cost of the photocopies to their patrons. 43.1% (62 cases) said "No," they did not. (One respondent said the question wasn't applicable. This response was counted among the 8 "Missing" cases.

(SEE CHART #37)

a. Whether Photocopy Charges of Supplying Libraries are Passed on to Patrons or Not, Crosstabulated by Type of Library

When the above "Yes" and "No" responses were crosstabulated with the respondent's Type of Library (Q.1), the following resulted:

for Privately-supported Academic Libraries: 61.5% "Yes" (24 cases); 38.5% "No" (15 cases;

for Publicly-supported Academic Libraries: 58.6% "Yes" (17 cases); 41.4% "No" (12 cases);

for Medical Libraries: 14.3% "Yes" (2 cases); 85.7% "No" (12 cases);

for Public Libraries: 80% "Yes" (28 cases); 20% "No" (7 cases);

for Special Libraries: 38.1% "Yes" (8 cases); 61.9% "No" (13 cases);

and for "Other" libraries: 60% "Yes" (3 cases); 40% "No" (2 cases).

(SEE CHART #38)

b.Whether Photocopy Charges of Supplying Libraries are Passed on to Patrons or Not, Crosstabulated by the Activity Level for Photocopy Orders Received

Last of all, "Yes" and "No" answers to Question 23 were crosstabulated by the Activity Level for Photocopy Orders Received for the responding libraries (First Level Activity: the fewest number of photocopy orders received; Fourth Level Activity: the greatest number of photocopy orders received):

for First-Level Activity libraries: 91.3% "Yes" (21 cases) and 8.7% "No" (2 cases);

for Second-Level Activity libraries: 73.3% "Yes" (22 cases) and 26.7% "No" (8 cases);

for Third-Level Activity libraries: 37.9% "Yes" (11 cases) and 62.1% "No" (18 cases);

for Fourth-Level Activity libraries: 32.1% "Yes" (9 cases) and 67.9% "No" (19 cases).

(SEE CHART #39)

CRITICISM: Public Libraries, followed distantly by Privately-supported Academic Libraries and Publicly-supported Academic Libraries, were the most apt to pass on the "full cost of the photocopies" to their patrons. Medical Libraries generally did not. About 6 of 10 Special Libraries did not pass on the "full cost" to their patrons.

The heavier a library's incoming ILL photocopy volume, the less chance there was that that library would pass on to its patrons "the full cost of photocopies."

5.HOW CONCERNED ARE INTERLIBRARY LOAN PERSONNEL CONCERNING INTERLIBRARY PHOTOCOPY COSTS?

Respondents were asked to "indicate the degree to which the average cost of photocopies" they received from other places was "of general concern" to them (Q.22).

148 of 152 possible responses were received. (Of the 4 "Missing" cases, 3 respondents failed to answer the question. One respondent indicated the question was "not applicable.")

8.1% (12 cases) indicated they were "extremely concerned." 25% (37 cases) said "very concerned." 44.6% (66 cases) said "concerned." 13.5% (20 cases) said "a little concerned." 8.8% (13 cases) said they were "not at all concerned."

(SEE CHART #40)

a. Degree of Concern, Crosstabulated by Respondent's Type of Library

The above responses were crosstabulated by the respondent's Type of Library.

For Privately-supported Academic Libraries: 42.5% were either "extremely concerned" or "very concerned" (17 total cases). 40% were "concerned" (16 cases). 17.5% were either "a little concerned" or "not at all concerned" (7 total cases).

For Publicly-supported Academic Libraries: 41.3% were either "extremely concerned" or "very concerned"

(12 total cases). 48.3% were "concerned" (14 cases). 10.3% (3 cases) were "a little concerned."

For Medical Libraries: 42.9% (6 cases) were "very concerned." 50% (7 cases) were "concerned." One Medical Library staff member (7.1%) indicated that he was "a little concerned."

For Public Libraries: 27.8% were either "extremely concerned" or "very concerned" (10 total cases). 41.7% (15 cases) were "concerned." 30.6% were either "a little concerned" or "not at all concerned" (11 total cases).

For Special Libraries: 13% were "very concerned" (3 cases). 43.5% (10 cases) were "concerned." 43.5% were either "a little concerned" or "not at all concerned" (10 total cases).

For "Other" libraries: 20% (1 case) was "extremely concerned." 60% (3 cases) were "concerned." 20% (1 case) was "a little concerned."

(SEE CHART #41)

b. Degree of Concern, Crosstabulated by the Responding Library's Activity Level for Photocopy Orders Received

Answers to Question 22 were also crosstabulated with the Level of Activity for Photocopy Orders Received of the responding libraries (First Level Activity= the fewest number of photocopy orders received; Fourth Level Activity= the greatest number of photocopy orders received).

For First-Level Activity libraries: 38.4% answered either "extremely concerned" or "very concerned" (10 total cases). 30.8% (8 cases) answered "concerned." 30.8% answered either "a little concerned" or "not at all concerned" (8 total cases).

For Second-Level Activity libraries: 24.1% answered either "extremely concerned" or "very concerned" (7 total cases). 51.7% (15 cases) answered "concerned." 24.1% answered either "a little concerned" or "not at all concerned" (7 total cases).

For Third-Level Activity libraries: 34.5% answered either "extremely concerned" or "very concerned" (10 total cases). 44.8% (13 cases) answered "concerned." 20.6% answered either "a little concerned" or "not at all concerned" (6 total cases).

For Fourth-Level Activity libraries: 31% answered either "extremely concerned" or "very concerned" (9 total cases). 51.7% (15 cases) answered "concerned."

17.2% answered either "a little concerned" or "not at all concerned" (5 total cases).

(SEE CHART #42)

c. Degree of Concern, Crosstabulated with Answers to Whether the Responding Library Passes on the Full Cost of Interlibrary Photocopy Charges to its Patrons or Not

Last of all, answers to Question 22 were crosstabulated with the answers given for Question 23 ("In general, do you pass on to your patrons the full cost of photocopies ordered for them (i.e., the charges of the supplying libraries)?").

For those libraries that indicated that they did pass on to their patrons the full cost of photocopies ordered for them: 40.7% answered either "extremely concerned" or "very concerned" (33 total cases). 40.7% (33 cases) answered "concerned." 18.5% answered either "a little concerned" or "not at all concerned" (15 total cases).

For those libraries that indicated that they did not pass on to their patrons the full cost of photocopies ordered for them: 25.8% answered either "extremely concerned" or "very concerned" (16 total cases). 48.4% (30 cases) answered "concerned." 25.8% answered either "a little concerned" or "not at all concerned" (16 total cases).

(SEE CHART #43)

CRITICISM: Privately-supported Academic Libraries, Publicly-supported Academic Libraries, and Medical Libraries showed about the same overall degree of concern about ILL photocopy costs. These libraries generally were concerned about costs. Public Libraries showed lesser concern: 30.6% indicated they were only "a little concerned" or "not at all concerned." Special Libraries seemingly are least concerned about ILL photocopy costs: 43.5% said they were only "a little concerned" or "not at all concerned."

The higher the volume of photocopy orders received, the greater the tendency for concern regarding ILL photocopy costs by the requesting library.

Those libraries that did not pass on to their patrons the full cost of photocopies ordered for them tended to be less concerned as a group than those libraries that did pass on such costs.

SECTION TWO: COST IN THE SUPPLYING OF INTERLIBRARY PHOTOCOPIES

1.DO MOST LIBRARIES REGULARLY SUPPLY INTERLIBRARY PHOTOCOPIES?

Libraries were asked whether they "regularly supplied" photocopies to other institutions (Q.24). 151 of 152 respondents answered the question.

85.4% (129 cases) said "Yes," they did regularly supply photocopies, while 14.6% (22 cases) said "No," they did not.

(SEE CHART #44)

a. Whether Interlibrary Photocopies are Regularly Supplied or Not, Crosstabulated by Respondent's Type of Library

When the above "Yes" and "No" responses were crosstabulated by the respondent's Type of Library (Q.1), the following resulted:

for Privately-supported Academic Libraries: 92.5% said "Yes" (37 cases); 7.5% said "No" (3 cases);

for Publicly-supported Academic Libraries: 93.3% said "Yes" (28 cases); 6.7% said "No" (2 cases);

for Medical Libraries: all 14 cases said "Yes"(100%);

for Public Libraries: 72.2% said "Yes" (26 cases); 27.8% said "No" (10 cases);

for Special Libraries: 80% said "Yes" (20 cases); 20% said "No" (5 cases);

for "Other" libraries: 60% said "Yes" (3 cases); 40% said "No" (2 cases).

(SEE CHART #45)

CRITICISM: Medical Libraries and Academic Libraries (both Public and Private) tend to be involved in supplying ILL photocopies on a regular basis more so than Special Libraries and much more so than Public Libraries. The majority of all types of libraries, however, do regularly supply ILL photocopy requests.

2. RANGE OF INTERLIBRARY PHOTOCOPY CHARGES

Respondents were asked to indicate their regular charge for a ten-exposure photocopy to be shipped to another library. This was to be the total charge and would include any handling or postage costs if they so charged for such. Respondents were told to assume that there was no prior agreement between themselves and the requesting library for free or reduced rate photocopies (Q.26).

Of the 152 possible responses, 140 were valid responses (12 were "Missing".) 39 of the 140 valid responses (27.9%) indicated that they always gave out free photocopies. Of those that did charge, the costs ranged from $1.00 to $15.00 for a ten-exposure request. The most frequent charge was $1.00 (22 cases), followed by $2.00 and $3.00 (each with 10 cases), $2.50 (9 cases), $1.50 and $4.00 (each with 8 cases). The two institutions charging $15.00 were both Special Libraries that probably viewed interlibrary photocopy service as a segment of their business.

The average charge was $2.09. When the institutions that did not charge and the two institutions that charged $15.00 were excluded from the calculation, the average price for a ten-exposure request rose to $2.65.

The median charge was $1.50. The figure for the upper quartile was $3.00, at the lower quartile "no

charge." The mode was "no charge." 30% of the responding institutions charged $3.00 or more for a ten-exposure photocopy request.

(SEE CHART #46)

a. Interlibrary Photocopy Charges, Crosstabulated with the Activity Level for Sending Photocopies

Stated charges for a ten-exposure photocopy request were crosstabulated by the Activity Level for the Sending of Photocopy Orders of the institutions (First Level Activity: up to 12 photocopy orders sent per year; Second Level Activity: from 13 to 47 photocopy orders sent per year; Third Level Activity: from 48 to 232 photocopy orders sent per year; Fourth Level Activity: from 233 to 11332 photocopy orders sent per year). 108 of 152 cases could be included in this analysis. 44 cases were "Missing."

For First Level Activity libraries: 8 of 26 had "no charge" for their photocopy orders (30.8%). For the remaining 18 cases, 16 of 18 charged $1.50 or less (88.6% of the remaining total). The average charge for those remaining 18 cases was $1.45.

For Second Level Activity libraries: 8 of 27 had "no charge" for their photocopy orders (29.6%). For the remaining 19 cases, 8 of 19 charged $1.50 or less (42.1% of the remaining total). The average charge for those remaining 19 cases was $2.70. (This analysis is skewed by one $15.00 charge among these Second Level

Activity libraries. If the $15.00 case is not included in the calculation, the average charge would drop to $2.02 for the 18 remaining cases.)

For Third Level Activity libraries: 9 of 27 had "no charge" for their photocopy orders (33.3%). For the remaining 18 cases, 5 of 18 charged $1.50 or less (27.7% of the remaining total). The average charge for those remaining 18 cases was $2.37.

For Fourth Level Activity libraries: 4 of 28 had "no charge" for their photocopies (14.2%). For the remaining 24 cases no libraries charged $1.50 or less. The average charge for those remaining 24 cases was $4.25.

CRITICISM: The percent of libraries that gave out "no charge" photocopies varied from 30.8% to 33.3% for the first three Activity Levels. In the Fourth Level, this percent dropped to 14.2%. Apparently, high volume libraries cannot afford the luxury of giving out "no charge" photocopies.

For libraries that did charge, the percentage of libraries that charged less than the $1.50 average steadily fell (from 88.6% to 14.2%) as the Activity Level for Sending Photocopies became higher. The average costs for those libraries that did charge rose from $1.45 for First Level Activity libraries to $4.25 for Fourth Level Activity Libraries.

3.HOW FREQUENTLY DO SUPPLYING LIBRARIES REVIEW THEIR PHOTOCOPY FEE STRUCTURES?

Respondents were asked how often the interlibrary photocopy fee structure was revised at their institutions (Q.29).

56.6% of the respondents answering this question indicated that their fee structure was revised "less than once a year" (82 cases). The next largest group (41 cases, 28.3% of the total) indicated that the question did not apply to them since they send their photocopies free of charge. 10.3% of the group said they didn't know how often it was revised (15 cases). Only in 6 cases (4.1%) was it found that a yearly revision took place. In only one instance (.7%) was a "more than once a year" response given.

(SEE CHART #47)

4.HAVE SUPPLYING LIBRARIES EVER CONDUCTED AN IN-HOUSE PHOTOCOPY COST STUDY?

Institutions were asked whether their Interlibrary Loan Service "ever performed an in-house study to determine how much it cost" them on average to provide other libraries with photocopies.

147 of a possible 152 libraries answered this question. 87.1% said "No," they had never performed such a study (128 cases). 12.9% said "Yes," they had done such a study (19 cases).

(SEE CHART #48)

a.Whether an In-house Cost Study had been Performed or Not, Crosstabulated by Respondent's Type of Library

When the above "Yes" and "No" answers were crosstabulated by the respondent's Type of Library (Q.1), the following was seen:

for Privately-supported Academic Libraries: 92.3% said "No" (36 cases), 7.7% said "Yes" (3 cases);

for Publicly-supported Academic Libraries: 90% said "No" (27 cases), 10% said "Yes" (3 cases);

for Medical Libraries: 64.3% said "No" (9 cases), 35.7% said "Yes" (5 cases);

for Public Libraries: 94.3% said "No" (33 cases), 5.7% said "Yes" (2 cases);

for Special Libraries: 78.3% said "No" (18 cases), 21.7% said "Yes" (5 cases);

for "Other" libraries: all indicated "No" (100%,5 cases).

(SEE CHART #49)

CRITICISM: Most libraries have never done an in-house study to determine ILL photocopy supplying costs. About 1 of 3 Medical Libraries have done so, and about 1 of 5 Special Libraries.

5.HOW DO SUPPLYING LIBRARIES COMPARE THEIR INTERLIBRARY PHOTOCOPY FEE STRUCTURE TO THOSE OF OTHER LIBRARIES?

Respondents were asked to compare their own interlibrary photocopy fee structure to the fee structures of "other libraries in general" (Q.27).

33.1% (48 cases) indicated their fees were "less expensive" than others. 24.1% (35 cases) said that their fees were "about the same as others." 22.8% (33 cases) said that the question didn't apply to them since they sent their photocopies free of charge. 13.1% (19 cases) said their photocopies were "far less expensive" than others. 5.5% (8 cases) said they "did not know" how their library stood in this regard. Only 1.4% (2 cases) indicated their charges were "more expensive" than others. No respondent felt their charges were "much more expensive than average."

(SEE CHART #50)

6.HOW INVOLVED WERE THE INDIVIDUAL RESPONDENTS IN THE SETTING OF THE ILL FEE STRUCTURE AT THEIR LIBRARIES?

Respondents were asked to indicate the degree to which they were personally involved in the setting of their library's interlibrary photocopy fee structure (Q.45). 142 of 152 respondents answered this question.

43.7% (62 cases) said that they were "heavily involved" or had "major influence" in setting fees. 22.5% (32 cases) said that they were "involved" or "had influence." 21.8% (31 cases) said that they had "much involvement" or had "much influence." Only a total of 11.9% of the respondents (17 total cases) said that they had only "some involvement " or "a little influence," "no involvement or influence," or said that the question did not apply.

(SEE CHART #51)

Part D: RESPONSES TO PROPOSED INTERLIBRARY LOAN PHOTOCOPY COST CONTAINMENT PROGRAMS FOR OHIONET LIBRARIES

Respondents were asked to answer "Yes," "No," or "Maybe" to indicate whether their library might be interested in participating in any of various proposed programs involving OHIONET libraries. The voluntary nature of any participation was stressed, but an assumption was made that interested libraries would begin to enter their periodical titles into the OCLC system if they were not doing so already. The possibility of direct or indirect participation by the OHIONET office itself in these programs was left open.

1.PROGRAM NUMBER ONE: FREE PHOTOCOPIES WOULD BE EXCHANGED BETWEEN OHIONET LIBRARIES OF THE SAME TYPE (e.g., Publicly-supported Academic Libraries would exchange free interlibrary photocopies with other Publicly-supported Academic Libraries)

142 of 152 libraries answered this question. Of the 142 responses, 46.5% (66 cases) said "Yes," 25.4% (36 cases) said "No," and 28.2% (40 cases) said "Maybe."

(SEE CHART #52)

a. Response Crosstabulated by Type of Library

When the above responses were crosstabulated by "Type of Library" of the respondent, the following resulted:

Privately-supported Academic Libraries supported the "Same Type Library---Free Photocopy Exchange" idea by a clear majority: 60.5% "Yes" (23 cases); 15.8% "No" (6 cases); 23.7% "Maybe" (9 cases);

Publicly-supported Academic Libraries also seemed to like the idea: 60% "Yes" (18 cases); 6.7% "No" (2 cases); and 33.3% "Maybe" (10 cases);

for Medical Libraries: 42.9% "Yes" (6 cases); 42.9% "No" (6 cases); 14.3% "Maybe" (2 cases);

for Public Libraries: 34.4% "Yes" (11 cases); 37.5% "No" (12 cases); 28.1% "Maybe" (9 cases);

for Special Libraries: 31.8% "Yes" (7 cases); 27.3% "No" (6 cases); 40.9% "Maybe" (9 cases);

for "Other" libraries: 80% "No" (4 cases) and 20% "Maybe" (1 case).

(SEE CHART #53)

b. Response Crosstabulated by the Total Interlibrary Loan Activity Level of the Responding Library

When "Yes," "No," and "Maybe" responses to the "Same Type Library: Free Photocopies" program were crosstabulated by the Total Transaction Activity Level (for all Interlibrary Loan transactions: books and photocopies, incoming and outgoing) the following resulted:

(Note: First-Level Activity: the fewest number of ILL transactions performed; Fourth-Level Activity: the greatest number of ILL transactions performed)

for First Level Activity Libraries: 32.3% "Yes" (10 cases); 25.8% "No" (8 cases); 41.9% "Maybe" (13 cases);

for Second Level Activity Libraries: 58.1% "Yes" (18 cases); 16.1% "No" (5 cases); 25.8% "Maybe" (8 cases);

for Third Level Activity Libraries: 60% "Yes" (18 cases); 23.3% "No" (7 cases); 16.7% "Maybe" (5 cases);

for Fourth Level Activity Libraries: 50% "Yes" (16 cases); 21.9% "No" (7 cases); 28.1% "Maybe" (9 cases).

(SEE CHART #54)

c. Response Crosstabulated by the Respondent's Perception of own Library's Proportion of "Photocopies Sent" to "Photocopies Received"

"Yes," "No," and "Maybe" responses to the "Same Type Library: Free Photocopies" program were crosstabulated by respondents' answers to Question 25 which asked for the proportion of "Photocopies Sent" to "Photocopies Received" at their libraries:

for libraries answering "Send out many more photocopies than it receives": 30.8% "Yes" (8 cases); 38.5% "No" (10 cases); 30.8% "Maybe" (8 cases);

for libraries answering "Send out more photopies than it receives": 33.3% "Yes" (5 cases); 40% "No" (6 cases); 26.7% "Maybe" (4 cases);

for libraries answering "Send out about as many photocopies as it receives": 50% "Yes" (14 cases); 21.4% "No" (6 cases); 28.6% "Maybe" (8 cases);

for libraries answering "Send out fewer photocopies than it receives": 65.4% "Yes" (17 cases); 15.4% "No" (4 cases); 19.2% "Maybe" (5 cases);

for libraries answering "Send out far fewer photocopies than it receives" : 48.9% "Yes" (22 cases); 20% "No" (9 cases); 31.1% "Maybe" (14 cases).

(SEE CHART #55)

2.PROGRAM NUMBER TWO: OHIONET LIBRARIES OF THE SAME TYPE WOULD EXCHANGE PHOTOCOPIES AT A REDUCED RATE

137 of 152 respondents made an answer to this question. 32.8% said "Yes" (45 cases); 26.3% said "No" (36 cases); 40.9% said "Maybe" (56 cases).

(SEE CHART #56)

a. Response Crosstabulated by Type of Library

When the above responses were crosstabulated according to the respondents' "Type of Library":

Privately-supported Academic Libraries supported the idea. 57.1% said "Yes" (20 cases); 5.7% said "No" (2 cases); 37.1% said "Maybe" (13 cases);

Publicly-supported Academic Libraries responded differently: 23.3% "Yes" (7 cases); 30% "No" (9 cases); 46.7% "Maybe" (14 cases);

for Medical Libraries: 28.6% "Yes" (4 cases); 42.9% "No" (6 cases); 28.6% "Maybe" (4 cases);

for Public Libraries: 20.7% "Yes" (6 cases); 27.6% "No" (8 cases); and 51.7% "Maybe" (15 cases);

for Special Libraries: 30.4% "Yes" (7 cases); 26.1% "No" (6 cases); and 43.5% "Maybe" (10 cases);

for "Other" libraries: 100% "No" (5 cases).

(SEE CHART # 57)

b. Response Crosstabulated by the Total Interlibrary Loan Activity Level of the Responding Library

When "Yes," "No," and "Maybe" responses to the "Same Type Library: Reduced Rate Photocopies" program were crosstabulated by the Total Transaction Activity Level (for all Interlibrary Loan transactions: books and photocopies, incoming and outgoing), the following resulted:

(Note: First Level Activity: the fewest number of ILL transactions performed: Fourth-Level Activity: the greatest number of ILL transactions performed)

for First Level Activity Libraries: 26.7% "Yes" (8 cases); 20% "No" (6 cases); 53.3% "Maybe" (16 cases);

for Second Level Activity Libraries: 38.7% "Yes" (12 cases);22.6% "No" (7 cases); 38.7% "Maybe" (12 cases);

for Third Level Activity Libraries: 39.3% "Yes" (11 cases); 21.4% "No" (6 cases); 39.3% "Maybe" (11 cases);

for Fourth Level Activity Libraries: 38.7% "Yes" (12 cases); 32.3% "No" (10 cases); 29% "Maybe" (9 cases).

(SEE CHART #58)

c. Response Crosstabulated by the Respondent's Perception of own Library's Proportion of "Photocopies Sent" to "Photocopies Received"

"Yes," "No," and "Maybe" responses to the "Same Type Library: Reduced Rate Photocopies" program were crosstabulated by respondents' answers to Question 25 which asked for the proportion of "Photocopies Sent" to "Photocopies Received" at their libraries:

for libraries answering "Send out many more photocopies than it receives": 24% "Yes" (6 cases); 40% "No" (10 cases); and 36% "Maybe" (9 cases);

for libraries answering "Send out more photocopies than it receives": 38.5% "Yes" (5 cases); 38.5% "No" (5 cases); and 23.1% "Maybe" (3 cases);

for libraries answering "Send out about as many photocopies as it receives": 32.1% "Yes" (9 cases); 25% "No" (7 cases); and 42.9% "Maybe" (12 cases);

for libraries answering "Send out fewer photocopies than it receives": 42.3% "Yes" (11 cases); 11.5% "No" (3 cases); and 46.2% "Maybe" (12 cases);

for libraries answering "Send far out fewer photocopies than it receives": 32.6% "Yes" (14 cases); 23.3% "No" (10 cases); and 44.2% "Maybe" (19 cases).

(SEE CHART # 59)

3.PROGRAM NUMBER THREE: ALL OHIONET ACADEMIC LIBRARIES WOULD EXCHANGE FREE PHOTOCOPIES

Academic libraries (both Privately and Publicly-supported Academic Libraries) were asked whether they might be interested in exchanging free photocopies among each other. (Note: Other types of libraries were excluded from answering this question.)

54.7% of the responding Academic Libraries said "Yes" (35 cases) while 18.8% said "No" (12 cases). Another 26.6% said "Maybe" (17 cases).

(SEE CHART #60)

a.Response Crosstabulated by Type of Library

The above answers were crosstabulated by the respondent's Type of Library (either a Privately-supported Academic Library or a Publicly-supported Academic Library):

for Privately-supported Academic Libraries: 60% "Yes" (21 cases); 20% "No" (7 cases); 20% "Maybe" (7 cases);

for Publicly-supported Academic Libraries: 48.3% "Yes" (14 cases); 17.2% "No" (5 cases); and 34.5% "Maybe" (10 cases).

(SEE CHART #61)

b.Response Crosstabulated by the Total Interlibrary Loan Activity Level of the Responding Library

Next, "Yes," "No," and "Maybe" responses to the "OHIONET Academic Libraries: Free Photocopies" program were crosstabulated by the Total Transaction Level of Activity of these libraries (for all Interlibrary Loan transactions, book and photocopies, incoming and outgoing):

(Note: First Level Activity: the fewest number of ILL transactions performed; Fourth Level Activity: the greatest number of ILL transactions performed)

for First Level Activity libraries: 41.2% "Yes" (7 cases); 17.6% "No" (3 cases); 41.2% "Maybe" (7 cases);

for Second Level Activity libraries: 55.6% "Yes" (10 cases); 16.7% "No" (3 cases); 27.8% "Maybe" (5 cases);

for Third Level Activity libraries: 76.9% "Yes" (10 cases); 15.4% "No" (2 cases); 7.7% "Maybe" (1 case);

for Fourth Level Activity Libraries: 50% "Yes" (6 cases); 16.7% "No" (2 cases); 33.3% "Maybe" (4 cases).

(SEE CHART #62)

c. Response Crosstabulated by the Respondent's Perception of own Library's Proportion of "Photocopies Sent" to "Photocopies Received"

"Yes," "No," and "Maybe" responses to the "OHIONET Academic Libraries: Free Photocopies" program were crosstabulated by respondents' answers to Question 25 which asked for the proportion of "Photocopies Sent" to "Photocopies Received" at their libraries:

for libraries answering "Send out many more photocopies than it receives": 30.8% "Yes" (4 cases); 38.5% "No" (5 cases); 30.8% "Maybe" (4 cases);

for libraries answering "Send out more photocopies than it receives": 57.1% "Yes" (4 cases); 28.6% "No" (2 cases); 14.3% "Maybe" (1 case);

for libraries answering "Send out about as many photocopies as it receives": 43.8% "Yes" (7 cases); 18.8% "No" (3 cases); 37.5% "Maybe" (6 cases);

for libraries answering "Send out fewer photocopies than it receives": 66.7% "Yes" (8 cases); 8.3% "No" (1 case); 25% "Maybe" (3 cases);

for libraries answering "Send out far fewer photocopies than it receives": 75% "Yes" (12 cases); 6.3% "No" (1 case); 18.8% "Maybe" (3 cases).

(SEE CHART #63)

4.PROGRAM NUMBER FOUR: ALL OHIONET ACADEMIC LIBRARIES WOULD PROVIDE PHOTOCOPIES TO EACH OTHER AT A REDUCED RATE

This program excluded non-academic libraries. 65 Academic Libraries responded to Question 38 which covered this particular program. 23 libraries responded "Yes" (35.4%), 12 responded "No" (18.5%), while 30 said "Maybe" (46.2%).

(SEE CHART #64)

a. Response Crosstabulated by Type of Library

When the above responses were crosstabulated according to the respondent's "Type of Library," the following was seen:

for Privately-supported Academic Libraries: 47.2% "Yes" (17 cases); 8.3% "No" (3 cases); 44.4% "Maybe" (16 cases);

for Publicly-supported Academic Libraries: 20.7% "Yes" (6 cases); 31% "No" (9 cases); 48.3% "Maybe" (14 cases).

(SEE CHART #65)

b. Response Crosstabulated by the Total Interlibrary Loan Activity Level of the Responding Library

When "Yes," "No," and "Maybe" responses to the "OHIONET Academic Libraries: Reduced Rate Photocopies" program were crosstabulated by the Total Transaction Level of Activity of these libraries (for all Interlibrary Loan transactions, both books and photocopies, incoming and outgoing), the following resulted:

(Note: First Level Activity: the fewest number of ILL transactions performed: Fourth Level Activity: the greatest number of ILL transactions performed)

for First Level Activity libraries: 23.5% "Yes" (4 cases); 11.8% "No" (2 cases); 64.7% "Maybe" (11 cases);

for Second Level Activity libraries: 33.3% "Yes" (6 cases); 27.8% "No" (5 cases); 38.9% "Maybe" (7 cases);

for Third Level Activity libraries: 53.8% "Yes" (7 cases); 46.2% "Maybe" (6 cases);

for Fourth Level Activity libraries: 46.2% "Yes" (6 cases); 30.8% "No" (4 cases); 23.1% "Maybe" (3 cases).

(SEE CHART #66)

c.Response Crosstabulated by the Respondent's Perception of own Library's Proportion of "Photocopies Sent" to "Photocopies Received"

Responses to the "OHIONET Academic Libraries: Reduced Rate Photocopies" program were crosstabulated by respondents' answers to Question 25 which asked for the proportion of "Photocopies Sent" to "Photocopies Received" at their libraries:

for libraries answering "Send out many more photocopies than it receives": 25% "Yes" (3 cases); 33.3% "No" (4 cases); 41.7% "Maybe" (5 cases);

for libraries answering "Send out more photocopies than it receives": 37.5% "Yes" (3 cases); 50% "No" (4 cases); 12.5% "Maybe" (1 case);

for libraries answering "Send out about as many photocopies as it receives": 25% "Yes" (4 cases); 12.5% "No" (2 cases); 62.5% "Maybe" (10 cases);

for libraries answering "Send out fewer photocopies than it receives": 46.2% "Yes" (6 cases); 7.7% "No" (1 case); 46.2% "Maybe" (6 cases);

for libraries answering "Send out far fewer photocopies than it receives": 43.8% "Yes" (7 cases); 6.3% "No" (1 case); 50% "Maybe" (8 cases).

(SEE CHART #67)

5.PROGRAM NUMBER FIVE: OHIONET LIBRARIES WITH SIMILAR LEVELS OF INTERLIBRARY LOAN ACTIVITY WOULD PROVIDE FREE PHOTOCOPIES TO EACH OTHER

137 of 152 possible responses were received. 35% (48 cases) said "Yes," while 25.5% (35 cases) said "No." 39.4% (54 cases) said "Maybe."

(SEE CHART #68)

a. Response Crosstabulated by Type of Library

When the above responses were crosstabulated by "Type of Library" of the respondent, the following was seen:

for Privately-supported Academic Libraries: 42.9% "Yes" (15 cases); 22.9% "No" (8 cases); and 34.3% "Maybe" (12 cases);

for Publicly-supported Academic Libraries: 36.7% "Yes" (11 cases); 20% "No" (6 cases); and 43.3% "Maybe" (13 cases);

for Medical Libraries: 23.1% "Yes" (3 cases); 30.8% "No" (4 cases); and 46.2% "Maybe" (6 cases);

for Public Libraries: 34.5% "Yes" (10 cases); 17.2% "No" (5 cases); and 48.3% "Maybe" (14 cases);

for Special Libraries: 33.3% "Yes" (8 cases); 29.2% "No" (7 cases); and 37.5% "Maybe" (9 cases);

for "Other" libraries: 100% "No" (5 cases).

(SEE CHART #69)

b. Response Crosstabulated by the Total Interlibrary Loan Activity Level of the Responding Library

When "Yes," "No," and "Maybe" responses to the "Similar ILL Level of Activity: Free Photocopies" program were crosstabulated by the Total Transaction Level of Activity of these libraries (for all Interlibrary Loan transactions, both books and photocopies, incoming and outgoing), the following resulted:

(Note: First Level Activity: the fewest number of ILL transactions performed: Fourth Level Activity: the greatest number of ILL transactions performed)

for First Level Activity libraries: 26.7% "Yes" (8 cases); 33.3% "No" (10 cases); and 40% "Maybe" (12 cases);

for Second Level Activity libraries: 31.3% "Yes" (10 cases); 18.8% "No" (6 cases); and 50% "Maybe" (16 cases);

for Third Level Activity libraries: 46.4% "Yes" (13 cases); 10.7% "No" (3 cases); and 42.9% "Maybe" (12 cases);

for Fourth Level Activity libraries: 40% "Yes" (12 cases); 26.7% "No" (8 cases); and 33.3% "Maybe" (10 cases).

(SEE CHART #70)

c. Response Crosstabulated by the Respondent's Perception of own Library's Proportion of "Photocopies Sent" to "Photocopies Received"

Responses to the "Similar ILL Level of Activity: Free Photocopies" program were crosstabulated by respondents' answers to Question 25 which asked for the proportion of "Photocopies Sent" to "Photocopies Received" at their libraries:

for libraries answering "Send out many more photocopies than it receives": 26.9% "Yes" (7 cases); 42.3% "No" (11 cases); and 30.8% "Maybe" (8 cases);

for libraries answering "Send out more photocopies than it receives": 23.1% "Yes" (3 cases); 38.5% "No" (5 cases); and 38.5% "Maybe" (5 cases);

for libraries answering "Send out about as many photocopies as it receives": 40.7% "Yes" (11 cases); 25.9% "No" (7 cases); and 33.3% "Maybe" (9 cases);

for libraries answering "Send out fewer photocopies than it receives": 44.4% "Yes" (12 cases); 7.4% "No" (2 cases); and 48.1% "Maybe" (13 cases);

for libraries answering "Send out far fewer photocopies than it receives": 34.9% "Yes" (15 cases); 20.9% "No" (9 cases); and 44.2% "Maybe" (19 cases).

(SEE CHART #71)

6.PROGRAM NUMBER SIX: OHIONET LIBRARIES WITH SIMILAR LEVELS OF INTERLIBRARY LOAN ACTIVITY WOULD PROVIDE PHOTOCOPIES TO EACH OTHER AT A REDUCED RATE

131 of the 152 respondents gave answers. 22.1% said "Yes" (29 cases) and 27.5% said "No" (36 cases). 50.4% (66 cases) said "Maybe."

(SEE CHART #72)

a. Response Crosstabulated by Type of Library

When the above responses were crosstabulated by "Type of Library" of the respondent, these results were seen:

for Privately-supported Academic Libraries: 32.4% "Yes" (11 cases); 11.8% "No" (4 cases); and 55.9% "Maybe" (19 cases);

for Publicly-supported Academic Libraries: 23.3% "Yes" (7 cases); 36.7% "No" (11 cases); and 40% "Maybe" (12 cases);

for Medical Libraries: 25% "Yes" (3 cases); 33.3% "No" (4 cases); and 41.7% "Maybe" (5 cases);

for Public Libraries: 11.5% "Yes" (3 cases); 19.2% "No" (5 cases); and 69.2% "Maybe" (18 cases);

for Special Libraries: 17.4% "Yes" (4 cases); 30.4% "No" (7 cases); and 52.2% "Maybe" (12 cases);

for "Other" libraries: 100% "No" (5 cases).

(SEE CHART #73)

b. Response Crosstabulated by the Total Interlibrary Loan Activity Level of the Responding Library

When "Yes,""No," and "Maybe" responses to the "Similar ILL Level of Activity: Reduced Rate Photocopy" program were crosstabulated by the Total Transaction Level of Activity of these libraries (for all Interlibrary Loan transactions, both books and photocopies, incoming and outgoing), the following resulted:

(Note: First Level Activity: the fewest number of ILL transactions performed: Fourth Level Activity: the greatest number of ILL transactions performed)

for First Level Activity libraries: 17.2% "Yes" (5 cases); 24.1% "No" (7 cases); and 58.6% "Maybe" (17 cases);

for Second Level Activity libraries: 19.4% "Yes" (6 cases); 25.8% "No" (8 cases); and 54.8% "Maybe" (17 cases);

for Third Level Activity libraries: 25% "Yes" (6 cases); 20.8% "No" (5 cases); and 54.2% "Maybe" (13 cases);

for Fourth Level Activity libraries: 26.7% "Yes" (8 cases); 30% "No" (9 cases); and 43.3% "Maybe" (13 cases).

(SEE CHART #74)

c. Response Crosstabulated by the Respondent's Perception of own Library's Proportion of "Photocopies Sent" to "Photocopies Received"

Responses to the "Similar ILL Level of Activity: Reduced Rate Photocopies" program were crosstabulated by respondents' answers to Question 25 which asked for the proportion of "Photocopies Sent" to "Photocopies Received" at their libraries:

for libraries answering "Send out many more photocopies than it receives": 19.2% "Yes" (5 cases); 38.5% "No" (10 cases); and 42.3% "Maybe" (11 cases);

for libraries answering "Send out more photocopies than it receives": 16.7% "Yes" (2 cases); 41.7% "No" (5 cases); and 41.7% "Maybe" (5 cases);

for libraries answering "Send out about as many photocopies as it receives": 23.1% "Yes" (6 cases); 15.4% "No" (4 cases); and 61.5% "Maybe" (16 cases);

for libraries answering "Send out fewer photocopies than it receives": 36% "Yes" (9 cases); 16% "No" (4 cases); and 48% "Maybe" (12 cases);

for libraries answering "Send out far fewer photocopies than it receives: 17.1% "Yes" (7 cases); 29.3% "No" (12 cases); and 53.7% "Maybe" (22 cases).

(SEE CHART #75)

7. PROGRAM NUMBER SEVEN: ALL OHIONET LIBRARIES WOULD PROVIDE FREE PHOTOCOPIES TO EACH OTHER

137 of the 152 respondents gave answers. 35.8% said "Yes" (49 cases), and 34.3% said "No" (47 cases). 29.9% said "Maybe" (41 cases).

(SEE CHART #76)

a. Response Crosstabulated by Type of Library

When the above responses were crosstabulated by "Type of Library" of the respondents, these results occurred:

for Privately-supported Academic Libraries: 48.6% "Yes" (18 cases); 29.7% "No" (11 cases); and 21.6% "Maybe" (8 cases);

for Publicly-supported Academic Libraries: 41.4% "Yes" (12 cases); 24.1% "No" (7 cases); and 34.5% "Maybe" (10 cases);

for Medical Libraries: 23.1% "Yes" (3 cases); 53.8% "No" (7 cases); and 23.1% "Maybe" (3 cases);

for Public Libraries: 32.1% "Yes" (9 cases); 28.6% "No" (8 cases); and 39.3% "Maybe" (11 cases);

for Special Libraries: 25% "Yes" (6 cases); 41.7% "No" (10 cases); and 33.3% "Maybe" (8 cases);

for "Other" libraries: 20% "Yes" (1 case); 60% "No" (3 cases); and 20% "Maybe" (1 case).

(SEE CHART #77)

b. Response Crosstabulated by the Total Interlibrary Loan Activity Level of the Responding Library

When "Yes," "No," and "Maybe" responses to the "All OHIONET libraries: Free Photocopies" program were crosstabulated by the Total Transaction Level of Activity of these libraries (for all transactions, books and photocopies, incoming and outgoing), the following was seen:

(Note: First Level Activity: the fewest number of ILL transactions performed; Fourth Level Activity: the greatest number of ILL transactions performed)

for First Level Activity libraries: 22.6% "Yes" (7 cases); 32.3% "No" (10 cases); and 45.2% "Maybe" (14 cases);

for Second Level Activity libraries: 41.9% "Yes" (13 cases); 29% "No" (9 cases); and 29% "Maybe" (9 cases);

for Third Level Activity libraries: 58.6% "Yes" (17 cases); 20.7% "No" (6 cases); and 20.7% "Maybe" (6 cases);

for Fourth Level Activity libraries: 27.6% "Yes" (8 cases); 48.3% "No" (14 cases); and 24.1% "Maybe" (7 cases).

(SEE CHART #78)

c. Response Crosstabulated by the Respondent's Perception of own Library's Proportion of "Photocopies Sent" to "Photocopies Received"

Responses to the "All OHIONET libraries: Free Photocopies" program were crosstabulated by respondents' answers to Question 25 which asked for the proportion of "Photocopies Sent" to "Photocopies Received" at their libraries:

for libraries answering "Send out many more photocopies than it receives": 8% "Yes" (2 cases); 68% "No" (17 cases); and 24% "Maybe" (6 cases);

for libraries answering "Send out more photocopies than it receives": 23.1% "Yes" (3 cases); 30.8% "No" (4 cases); and 46.2% "Maybe" (6 cases);

for libraries answering "Send out about as many photocopies as it receives": 28.6% "Yes" (8 cases); 32.1% "No" (9 cases); and 39.3% "Maybe" (11 cases);

for libraries answering "Send out fewer photocopies than it receives": 55.6% "Yes" (15 cases); 14.8% "No" (4 cases); and 29.6% "Maybe" (8 cases);

for libraries answering "Send out far fewer photocopies than it receives": 48.8% "Yes" (21 cases); 30.2% "No" (13 cases); and 20.9% "Maybe" (9 cases).

(SEE CHART #79)

8.PROGRAM NUMBER EIGHT: ALL OHIONET LIBRARIES WOULD PROVIDE EACH OTHER PHOTOCOPIES AT A REDUCED RATE

135 of 152 possible responses were given. 23% said "Yes" (31 cases), and 23.7% said "No" (32 cases). 53.3% said "Maybe" (72 cases).

(SEE CHART #80)

a. Response Crosstabulated by Type of Library

When the above responses were crosstabulated by "Type of Library" of the respondents, these results occured:

for Privately-supported Academic Libraries: 37.8% "Yes" (14 cases); 10.8% "No" (4 cases); and 51.4% "Maybe" (19 cases);

for Publicly-supported Academic Libraries: 13.8% "Yes" (4 cases); 31% "No" (9 cases); and 55.2% "Maybe" (16 cases);

for Medical Libraries: 23.1% "Yes" (3 cases); 30.8% "No" (4 cases); and 46.2% "Maybe" (6 cases);

for Public Libraries: 14.8% "Yes" (4 cases); 14.8% "No" (4 cases); and 70.4% "Maybe" (19 cases);

for Special Libraries: 26.1% "Yes" (6 cases); 30.4% "No" (7 cases); and 43.5% "Maybe" (10 cases);

for "Other" libraries: 60% "No" (3 cases) and 40% "Maybe" (2 cases).

(SEE CHART #81)

b.Response Crosstabulated by the Total Interlibrary Loan Activity Level of the Responding Library

When "Yes," "No," and "Maybe" responses to the "All OHIONET Libraries: Reduced Rate Photocopies" program were crosstabulated by the Total Transaction Level of Activity of these libraries (for all Interlibrary Loan transactions, both books and photocopies, incoming and outgoing), the following resulted:

(Note: First Level Activity: the fewest number of ILL transactions performed; Fourth Level Activity: the greatest number of ILL transactions performed)

for First Level Activity libraries: 16.7% "Yes" (5 cases); 13.3% "No" (4 cases); and 70% "Maybe" (21 cases);

for Second Level Activity libraries: 25.8% "Yes" (8 cases); 25.8% "No" (8 cases); and 48.4% "Maybe" (15 cases);

for Third Level Activity libraries: 35.7% "Yes" (10 cases); 14.3% "No" (4 cases); and 50% "Maybe" (14 cases);

for Fourth Level Activity libraries: 17.2% "Yes" (5 cases); 34.5% "No" (10 cases); and 48.3% "Maybe" (14 cases).

(SEE CHART #82)

c.Response Crosstabulated by the Respondents' Perception of own Library's Proportion of "Photocopies Sent" to "Photocopies Received"

Responses to the "All OHIONET Libraries: Reduced Rate Photocopies" program were crosstabulated by respondents' answers to Question 25 which asked for the proportion of "Photocopies Sent" to "Photocopies Received" at their libraries:

for libraries answering "Send out many more photocopies than it receives": 4% "Yes" (1 case); 44% "No" (11 cases); and 52% "Maybe" (13 cases);

for libraries answering "Send out more photocopies than it receives": 15.4% "Yes" (2 cases); 30.8% "No" (4 cases); and 53.8% "Maybe" (7 cases);

for libraries answering "Send out about as many photocopies as it receives": 17.9% "Yes" (5 cases); 17.9% "No" (5 cases); and 64.3% "Maybe" (18 cases);

for libraries answering "Send out fewer photocopies than it receives": 46.2% "Yes" (12 cases); 15.4% "No" (4 cases); and 38.5% "Maybe" (10 cases);

for libraries answering "Send out far fewer photocopies than it receives": 26.2% "Yes" (11 cases); 19% "No" (8 cases); and 54.8% "Maybe" (23 cases).

(SEE CHART #83)

CRITICISM OF RESPONSE TO PROGRAM OFFERINGS

a. Overall Response to Individual Programs

Overall responses to proposed OHIONET Interlibrary Photocopying programs were compared to see which programs received greatest acceptance. In this analysis "Maybe" responses were considered as indecisive, with faintly negative overtones.

Those six proposed programs offered for OHIONET libraries in general will be considered first. The two programs offered solely for the OHIONET Academic Libraries will be considered seperately.

Of the "Free Photocopy" programs, the "Same Type Library-- Free Photocopy" program received the strongest support, with 46.5% of the respondents in favor of this program. Next came the "All OHIONET Libraries-- Free Photocopy" program with 35.8% in favor, and the "Similar ILL Transaction Level--Free Photocopy" program with 35% in favor. For each of these above mentioned programs, however, there was no clear majority support present, as "No" responses and "Maybe" responses together accounted for the majority of the responses given. With these three programs there were more "Yes" responses than "No" responses, however.

Support for the "Reduced Rate" programs was less in evidence. The "Maybe" response received the highest percentage of tallies for the "Same Type Library-- Reduced Rate Photocopy" program (40.9%), for the

"Similar ILL Transaction Level-- Reduced Rate Photocopy" program (50.4%), and for the "All OHIONET Libraries-- Reduced Rate Photocopy" program (53.3%). Only in the "Same Type Library-- Reduced Rate Photocopy" program was there a higher percentage of "Yes" responses than "No" responses: 32.8% "Yes"; 26.3% "No."

The response to the "All OHIONET Academic Libraries-- Free Photocopies" program was positive. A majority of Academic Libraries (54.7%) liked the "All OHIONET Academic Libraries-- Free Photocopies" program. Positive support slipped for the "All OHIONET Academic Libraries-- Reduced Rate Photocopy" program in which only 35.4% gave "Yes" responses. For both programs involving specifically OHIONET Academic libraries, "Yes" responses were more numerous than "No" responses. The "Reduced Rate" program for OHIONET Academic Libraries received many indecisive votes however (46.2%).

This survey seems to indicate that of the programs proposed, the "Same Type Library-- Free Photocopy" program and the "All OHIONET Academic Libraries-- Free Photocopy" program appear to have the greatest overall initial support from those surveyed.

b. Response to Individual Programs by Type of Library

Individual Types of Libraries were analyzed according to the responses they gave for the different

OHIONET Interlibrary Photocopying programs. In this analysis "Maybe" responses were seen as indecisive, with faintly negative overtones. Major impressions from these responses follow.

Privately-supported Academic Libraries as a group are very much interested in supporting the "Same Type Libraries-- Free Photocopies" program (60.5% "Yes"), the "All OHIONET Academic Libraries--Free Photocopies" program (60% "Yes"), and the "Same Type Libraries--Reduced Rate" program (57.1% "Yes"). They also showed fair support for the "All OHIONET Academic Libraries-- Reduced Rate Photocopy" program (47.2% "Yes"), the "Similar ILL Activity Level-- Free Photocopy Program (42.9% "Yes"), and the "All OHIONET Libraries-- Free Photocopy" program (48.6% "Yes").

Publicly-supported Academic Libraries are also interested in the "Same Type Libraries-- Free Photocopy" program (60% "Yes"). Their response to the questions concerning "All OHIONET Academic Libraries", however, gives the impression that they would, as a group, prefer to be not as involved with Privately-supported Academic Libraries as is the case vice versa. They gave fair response to the "All OHIONET Academic Libraries-- Free Photocopies" program (48.3% "Yes") in contrast to the 60% "Yes" response registered by Privately-supported Academic Libraries. They are not interested in the "Reduced Rate" program involving

OHIONET Academic libraries. For all other programs, the Publicly-supported Academic Libraries show very little interest, except for the "All OHIONET Libraries-- Free Photocopies" program in which they showed fair response (41.4% "Yes").

Medical Libraries showed fair response (42.9% "Yes") to the "Same Type Libraries-- Free Photocopies" program. Other than this, they showed very low interest generally in other programs.

Public Libraries scored the highest percentage of "Yes" responses for the "Similiar ILL Activity Levels-- Free Photocopies" program: 34.5% "Yes." Public Libraries as a group showed little interest in any of the programs.

Special Libraries , as with Public Libraries, showed little interest as a group in any of the programs. Their highest "Yes" response was, like Public Libraries, for the "Similar ILL Activity Levels-- Free Photocopies" program (33.3%).

c. Response to Individual Programs by Total Interlibrary Loan Level of Activity

The "Same Type Libraries-- Free Photocopies" program received very good response from those libraries, Second Activity Level through Fourth Activity Level (58.1%, 60%, and 50% "Yes" responses respectively). Heavy volume libraries backed the program. Response to the "Same Type Libraries-- Reduced Rate Photocopy" program was across the board mediocre.

The "All OHIONET Academic Libraries-- Free Photocopies" program also received good response by Academic libraries at all levels of ILL activity, from First Level (Lowest Activity: 41.2% "Yes" response) to Fourth Level (Highest Actitity: 50% "Yes" response). Over 3 of 4 Third Level Activity Libraries liked this program (76.9% "Yes" response).

The "All OHIONET Academic Libraries-- Reduced Rate Photocopies" program received more support from the higher activity libraries than the lower activity libraries (53.8% and 46.2% "Yes" response respectively for Third and Fourth Level Activity Libraries compared to 23.5% and 33.3% "Yes" response respectively for First and Second Level Activity Libraries). Overall response was for that reason considered fair.

The "Similar ILL Activity Level-- Free Photocopies" program received fair response. First and Second Level Activity Libraries generally did not support the idea. Third and Fourth Level Activity Libraries scored 46.4% and 40% "Yes" responses respectively-- a fair response.

The "Similar ILL Activity Level-- Reduced Rate Photocopies" program received poor response from each Activity Level library group.

The "All OHIONET Libraries-- Free Photocopies" program was poorly supported by the First and Fourth Activity Level Libraries, but received fair support

from Second Level Libraries (41.9% "Yes" response) and good support (58.6% "Yes" response) from Third Level libraries.

The "All OHIONET Libraries-- Reduced Rate Photocopies" program faired rather poorly with all ILL Activity Level libraries.

d. Response to Individual Programs by Libraries' Proportion of "Photocopies Sent" to "Photocopies Received"

Those libraries that send out many more photocopies than they receive were generally not receptive to any of the programs. The highest "yes" percentage (30.8%) was for the "Same Type Library-- Free Photocopy" program, which score (30.8%) was matched in the response to the "All OHIONET Academic Libraries-- Free Photocopy" program.

Those libraries that indicated that they sent out more photocopies than they received, were also generally not receptive. Their highest "Yes" score (38.5%) was for the "Same Type Library-- Reduced Rate" program. Interestingly, however, was the 57.1% "Yes" response given by the Academic Libraries subgroup for the "All OHIONET Academic Libraries-- Free Photocopy" program.

Libraries that send out about as many photocopies as they receive were more receptive to some of the programs. There was a good response (50% "Yes") to the "Same Type of Library-- Free Photocopy" program. There

was fair response to the "All OHIONET Academic Libraries-- Free Photocopy" program (43.8% "Yes") and to the "Similiar ILL Activity Level Libraries-- Free Photocopy" program (40.7% "Yes").

Libraries that indicated they sent out fewer photocopies than they received gave fair to excellent response to 7 of 8 programs. The only program not achieving at least a 40% "Yes" response was the "Similar ILL Activity Level Libraries-- Reduced Rate" program (a 36% "Yes" response).

Libraries that said they sent out far fewer photocopies than they received gave fair to excellent response to 4 of 8 programs. Why there should be a drop-off in support by the "far fewer" libraries for some of the programs (as compared to the "fewer" libraries) is not known.

In general it might be said that libraries which indicated that they were net receiving libraries showed better response to the program proposals than those which indicated that they were net supplying libraries.

9. DO LIBRARIES HAVE ANY TYPE OF RECIPROCAL AGREEMENT(S) ALREADY?

Respondents were asked whether their library already had any sort of reciprocal agreement with another library or libraries for free or reduced rate photocopies (Q.43).

143 of a possible 152 respondents answered this question. 72.7% said that they did have some reciprocal agreement already (104 cases), while 27.3% said that they had no reciprocal agreements at present (39 cases).

(SEE CHART #84)

a. Response Crosstabulated by Type of Library

The above responses were crosstabulated according to the respondent's "Type of Library":

for Privately-supported Academic Libraries: 82.1% "Yes" (32 cases) and 17.9% "No" (7 cases);

for Publicly-supported Academic Libraries: 83.3% "Yes" (25 cases) and 16.7% "No" (5 cases);

for Medical Libraries: 100% "Yes" (14 cases);

for Public Libraries: 63.3% "Yes" (19 cases) and 36.7% "No" (11 cases);

for Special Libraries: 50% "Yes" (12 cases) and 50% "No" (12 cases);

for "Other" libraries: 20% "Yes" (1 case) and 80% "No" (4 cases).

(SEE CHART #85)

b. Response Crosstabulated by the Total Interlibrary Loan Activity Level of the Responding Library

When "Yes" and "No" answers to whether libraries had some sort of reciprocal agreement already were crosstabulated by the Total Transaction Level of Activity of these libraries (for all Interlibrary Loan transactions, both books and photocopies, incoming and outgoing), the following was seen:
(Note: First Level Activity: the fewest number of ILL transactions performed; Fourth Level Activity: the greatest number of ILL transactions performed)

for First Level Activity libraries: 53.1% "Yes" (17 cases) and 46.9% "No" (15 cases);

for Second Level Activity libraries: 71.9% "Yes" (23 cases) and 28.1% "No" (9 cases);

for Third Level Activity libraries: 83.9% "Yes" (26 cases) and 16.1% "No" (5 cases);

for Fourth Level Activity libraries: 90.3% "Yes" (28 cases) and 9.7% "No" (3 cases).

(SEE CHART #86)

CRITICISM:

The majority of libraries surveyed did have some type of reciprocal ILL photocopy agreement already (about 7 of 10 libraries). Medical Libraries showed the highest reciprocity. Special Libraries showed least reciprocity.

For individual libraries, reciprocity tended to increase as the amount of overall ILL activity increased.

PART E: ASSOCIATION MEMBERSHIPS OF THE RESPONDING LIBRARIES AND PERCEPTIONS OF ASSOCIATIONS' ROLE IN FOSTERING COST CONTAINMENT PROGRAMS

1.WHAT TYPE OF MEMBERSHIPS TO LIBRARY ASSOCIATIONS ARE HELD BY RESPONDENTS?

Respondents were asked to indicate whether their library or anyone in their Interlibrary Loan Service had a membership in any of nine library associations. Many respondents did not mark either a "Yes" or "No" answer to questions about membership in particular associations. This would seem to indicate uncertainty about what memberships were in fact held by the library or by the ILL staff members. Since so many respondents failed to give information about their participation in organizations, both the Valid Percentage (which excludes Missing Values) and the Total Percentage (which includes Missing Values) will be given in the brief summary below.

Memberships in the American Library Association (ALA) (Valid: 78.6%; Total: 57.9%; 88 memberships) and the Ohio Library Association (OLA) (Valid: 75%; Total: 57.2%; 87 memberships) were most common. Next came the Academic Library Association of Ohio (ALAO) (Valid: 56.7%; Total: 33.6%; 51 memberships) and the Association of College and Research Libraries (ACRL) (Valid: 47.1%; Total: 27%; 41 memberships). These were followed by the Special Libraries Association (SLA) (Valid: 39.5%; Total: 22.4%; 34 memberships), American

Society for Information Science (ASIS) (Valid: 27.5%; Total: 14%; 22 memberships), the Medical Library Association (MLA) (Valid: 20.8%; Total: 10.5%; 16 memberships), the Ohio Health Information Organization (OHIO) (Valid: 17.3%; Total: 8.6%; 13 memberships), and the Catholic Library Association (CLA) (Valid: 5.8%; Total: 2.6%; 4 memberships).

(SEE CHART #87)

2.WHAT IS THE PERCEIVED ROLE OF LIBRARY ASSOCIATIONS IN FOSTERING PHOTOCOPY COST CONTAINMENT PROGRAMS?

Respondents were asked what part they felt library associations have to play in fostering cost containment programs such as those offered in this survey. 20.9% (29 cases) said that associations have a "very important part" to play. 46.8% (65 cases) said that associations have an "important part." 20.9% (29 cases) said "some part." 6.5% (9 cases) said a "minor part." 5% (7 cases) said "no part."

(SEE CHART #88)

a. Response Crosstabulated by Library Association Memberships

When the above responses were crosstabulated with the memberships held in individual library associations, the following resulted:

for those with membership in the Academic Library Association of Ohio (ALAO): 70% (35 total cases) said "Very Important Part" or "Important Part;" 30% (15 total cases) said "Some Part," "Minor Part," or "No Part."

for those with membership in the American Library Association (ALA): 72.1% (57 total cases) said "Very Important Part" or "Important Part;" 27.9% (22 total cases) said "Some Part," "Minor Part," or "No Part."

for those with membership in the American Society for Information Sciences (ASIS): 70% (14 total cases) said "Very Important Part" or "Important Part;" 30% (6 total cases) said "Some Part," "Minor Part," or "No Part."

for those with membership in the Association of College and Research Libraries (ACRL): 74.3% (29 total cases) said "Very Important Part" or "Important Part;" 25.7% (10 total cases) said "Some Part," "Minor Part," or "No Part."

for those with membership in the Catholic Library Association (CLA): 75% (3 total cases) said "Very Important Part" or "Important Part;" 25% (1 case) said "Some Part," "Minor Part," or "No Part."

for those with membership in the Medical Library Association (MLA): 60% (9 total cases) said "Very

Important Part" or "Important Part;" 40% (6 total cases) said "Some Part," "Minor Part," or "No Part."

for those with membership in the Ohio Health Information Organization (OHIO): 66.7% (8 total cases) said "Very Important Part" or "Important Part;" 33.4% (4 total cases) said "Some Part," "Minor Part," or "No Part."

for those with membership in the Ohio Library Association (OLA): 67.1% (51 total cases) said "Very Important Part" or "Important Part;" 32.9% (25 total cases) said "Some Part," "Minor Part," or "No Part."

for those with membership in the Special Libraries Association (SLA): 58.6% (17 total cases) said "Very Important Part" or "Important Part;" 41.3% (12 total cases) said "Some Part," "Minor Part," or "No Part."

(SEE CHART #89)

b.Response Crosstabulated by Total Interlibrary Loan Activity Level

When responses to the question concerning the part library associations should play in fostering cost containment programs were crosstabulated with Levels of Activity for All Interlibrary Loan transactions (i.e., the Level of Activity for all transactions--both incoming and outgoing, for books and photocopies), the following resulted:
(Note: First Level Activity: the least amount of ILL activity; Fourth Level Activity: the greatest amount of ILL activity)

for First Level Activity Libraries: 62.5% (20 total cases) said "Very Important Part" or "Important Part;" 37.6% (12 total cases) said "Some Part," "Minor Part," or "No Part."

for Second Level Activity Libraries: 74.2% (23 total cases) said "Very Important Part" or "Important Part;" 25.8% (8 total cases) said "Some Part," "Minor Part," or "No Part."

for Third Level Activity Libraries: 67.9% (19 total cases) said "Very Important Part" or "Important Part;" 32.2% (9 total cases) said "Some Part," "Minor Part," or "No Part."

for Fourth Level Activity Libraries: 64.5% (20 total cases) said "Very Important Part" or "Important Part;" 35.5% (11 total cases) said "Some Part," "Minor Part," or "No Part."

(SEE CHART #90)

COMMENTS: A little more than 2 of 3 (67.6%) of the respondents said that library associations had either an "important part" or a "very important part" to play in fostering cost containment programs.

The answers were crosstabulated according to library association membership so that there might be some indication what are the thoughts of at least a certain portion of the membership of these associations concerning this question. From those surveyed, it appears that those indicating membership in ALAO, ALA, ASIS, ACRL, and CLA, roughly 7 of 10 favor library associations' taking an "important part" or a "very important part" in fostering cost-containment programs.

Those indicating membership in SLA were least likely to favor a major role for library associations in cost containment programs.

PART F: COMMENTS OF RESPONDENTS

Respondents were asked to comment upon any topic raised by the survey. Various ideas were presented, some of which are here represented.

There was a comment that equity and ease in administration are two characteristics which would have to be part of any successful Interlibrary Photocopy Cost Containment program.

There were some comments that large libraries would be taken advantage of by smaller libraries unless safeguards were established in an ILL cost containment program.

The State should give financial assistance to supplement costs incurred by libraries that supply more photocopies than they receive in any cooperative program.

Perhaps a standardized fee should be established for ILL photocopy charges. Such a fee might be kept intentionally low, with the State picking up any difference.

Several examples were mentioned of current ILL cooperation (e.g., among various law libraries, among a group of 15 two-year colleges in Ohio, and by regional networks such as OVAL and CAMLS).

There were comments about the need to simplify billing procedures for ILL. For example, perhaps a uniform quarterly billing system among Ohio libraries

could be established, instead of the "pay as you go" basis that now often exists. This would lower processing costs.

There were comments concerning library patron concerns over costs.

The multitude of ILL policies was mentioned as a source of frustration. The need to standardize ILL policies was expressed.

At least two of the libraries sent ILL cost charts. These charts were used to keep track of how much various libraries charged for ILL transactions.

The need for a statewide or regionwide union list for periodicals was expressed.

CHAPTER IV: GENERAL SUMMARY WITH RECOMMENDATIONS FOR FUTURE STUDY/ACTION

PART A: SUMMMARY OF FINDINGS

Most of the responding OHIONET libraries (about 7 of 10) do not have the majority (i.e., more than 50%) of their periodical titles on the OCLC system. Among types of libraries, the Publicly-supported Academic Libraries alone have more libraries than not with the majority of their periodical titles on OCLC. Those libraries that do the greatest overall ILL traffic are most apt to have the majority of their periodical titles on the OCLC system.

However, about 3 of 4 libraries do have the greater part (i.e., more than 50%) of their periodical holdings on some sort of a union list. The heavier the involvement of a library in sending out Interlibrary Loan photocopies, the greater the likelihood that more than 50% of that library's holdings are listed on a union list. When groups of libraries from different areas within Ohio were compared to see if there might be some noticable difference in the percentage of libraries that had the majority of their periodical titles on a union list, a contrast was discovered. What influence, if any, geography might play in union list participation is not clear, however.

About 6 of 10 responding libraries said that they had their ILL policies in the OCLC Name-Address Directory. A little over half of the responding libraries said that they had found the NAD helpful to them. Types of libraries showed varying group response concerning satisfaction with NAD. The Special Libraries and the Publicly-supported Academic Libraries were the groups which showed by far the greatest satisfaction with NAD.

Local or Regional Union Lists were most often listed as the "first choice" selection tool for locating potential supplying libraries for ILL photocopies. This was followed by OCLC as the second most popular "first choice" selection tool. New Serial Titles or the Union List of Serials was seldom given as a "first choice" selection tool. Local or Regional Union Lists were given as the "first choice" tool for the majority of all types of libraries except for Special Libraries. More libraries from each Activity Level for Photocopy Orders Received (i.e., from those receiving the least amount of ILL photocopies to those receiving the greatest amount of ILL photocopies) chose "Local or Regional Union Lists" as a "first choice" selection tool than any other tool (including OCLC).

A little less than half of the responding libraries use the OCLC ILL Subsystem to most often order their ILL photocopies. A little more than 3 of 10

libraries rely principally on the U.S. Mail to most often convey their ILL photocopy requests. As the volume of ILL photocopy ordering increases by an individual library, the greater becomes the likelihood that the library will use OCLC as the principal requesting device.

Types of libraries showed differences in their primary method of ordering ILL photocopies: Public Libraries and Medical Libraries chose the U.S. Mail most often as the primary means of conveying an ILL photocopy request, while Academic Libraries (both Publicly and Privately-supported) and Special Libraries showed a preference towards OCLC most often.

About 3 of 4 libraries indicated that their ILL photocopy requests could be filled most often either locally or in-state. Medical Libraries and Special Libraries were the most likely to have to go outside the state to have their photocopy requests filled. Privately-supported Academic Libraries and Public Libraries were most likely to have their ILL photocopies filled on the local or in-state levels. There was some indication that a library's geography might play some part in determining whether the library has to most often go out of state to have its photocopy requests filled.

Over half of the respondents indicated that Publicly-supported Academic Libraries supplied them

with the greatest number of ILL photocopies. More libraries from each type of library rely most heavily upon Publicly-supported Academic Libraries than any other kind of library, except for Medical Libraries which supply their own needs most often.

Medical Libraries as a group proportionately tend to have more libraries at the highest levels of Total ILL activity (i.e., total ILL transactions, for both books and photocopies, both incoming and outgoing) than any other type of library represented in the survey. Special Libraries as a group proportionately have the fewest libraries at the highest levels of Total ILL activity.

When taken as a group, Privately-supported Academic Libraries tend to be more active as photocopy receivers than as photocopy suppliers. The opposite can be said of the Publicly-supported Academic Libraries. Medical Libraries do heavy volumes both in ordering and receiving ILL photocopies. Both Public Libraries and Special Libraries tend as groups to do less traffic in both ordering and receiving ILL photocopies than the other types of libraries represented in the survey.

Over half of the respondents indicated that they were net receivers of ILL photocopies. About 1 in 5 respondents said that they sent out about as many photocopies as they received. About 3 in 10 respondents said that they were net suppliers of ILL photocopies.

The greater majority of libraries regularly order ILL photocopies. This clear majority is reflected in the responses of each type of library surveyed.

Of the three criteria-- cost, convenience, or speed, "cost" was the criterion chosen most often as the most important criterion in the ordering of ILL photocopies. This was still a minority response overall ,however, as the alternate criteria of "speed" and "convenience" accounted for 57% of the total response to this question. The criterion of "cost" appears to be more important to the majority of libraries that receive the least amount of ILL photocopies. "Speed" becomes more and more the primary criterion for the greatest percentage of libraries as their volume of "photocopies received" increases.

About 6 of 10 respondents know the photocopy charges of potential supplying libraries "all of the time" or "most of the time." Respondents from libraries receiving the greatest amount of ILL photocopies (i.e., Fourth Level Activity Libraries) had very high awareness of other libraries' charges, while those from libraries doing lesser amounts of ordering had much less awareness generally.

Overall, about 6 of 10 libraries passed the full charges of the supplying library onto their own patrons. The greater the volume of incoming ILL photocopies, the less likelihood that the individual

library would pass the full cost of ILL photocopies onto its patrons.

Most respondents indicated concern over the costs of ILL photocopies received. Special Libraries as a group showed the least concern. Libraries with greater amounts of ILL photocopy orders received generally showed more concern as a group than libraries with a lesser incoming volume. Libraries that passed the full ILL photocopy charge of the supplying library onto their patrons tended as a group to be more concerned with costs than those libraries that did not pass on such charges fully.

Most libraries regularly supply interlibrary photocopies. Although a good portion of the surveyed libraries do not charge at all for photocopies, these tended to be the libraries that were not in the highest Level of Activity for Sending Photocopies. The libraries that sent out the most photocopy orders also averaged the most expensive in ILL photocopy charges.

Photocopy fee charges are for the most part never reviewed on an annual basis. Likewise, in-house cost studies of ILL within these libraries has only been done by a little more than 1 in 10 libraries.

Almost no respondents thought that their own photocopy fee structure was more expensive than other libraries. Almost all believed they were either comparable to others or less expensive than others.

Almost 9 of 10 respondents felt they had an impact on the setting of ILL photocopy fee structures at their libraries.

Response to the various proposed cost containment programs for OHIONET institutions varied from program to program. Of the six programs offered for all OHIONET libraries, the "Same Type Library-- Free Photocopy" program drew the strongest support (46.5% "Yes" response). Of the two programs offered strictly for OHIONET Academic Libraries (one a "Free Photocopy," the other a "Reduced Rate" program), the "Free Photocopy" program received very good support (54.7% "Yes" response).

Responses to proposed programs were analysed by Type of Library. Medical Libraries, Public Libraries, and Special Libraries did not show much interest in the programs offered. Privately-supported Academic Libraries gave good support to the "Same Type Libraries-- Free Photocopies" program (60.5% "Yes" response), the "Same Type Libraries-- Reduced Rate" program (57.1% "Yes" response), and the "All OHIONET Academic Libraries-- Free Photocopies" program (60% "Yes" response). Publicly-supported Academic Libraries gave good support to the "Same Type Libraries-- Free Photocopy" program (60% "Yes" response). Publicly-supported Academic Libraries showed much less inclination to be involved in a cooperative program

with Privately-supported Academic Libraries than was the case vice versa.

Responses to programs were also arranged by Total ILL Activity Level of the responding library. The "Same Type Libraries-- Free Photocopies" program and the "All OHIONET Academic Libraries-- Free Photocopies" program received the best response overall when analysed in this manner.

Responses to programs were last of all analysed by the responding library's status as a ILL photocopy supplier: whether they were net suppliers, net receivers, or whether they sent out about as many photocopies as they received. Net receiving libraries showed much better response to the program proposals than net supplying libraries.

About 7 of 10 libraries did have some sort of reciprocal ILL photocopy agreement already with one or more libraries. Types of libraries showed varying degrees of reciprocity. Reciprocity tended to increase as the amount of overall ILL Level of Activity increased.

About 2 of 3 respondents said that library associations had either an "important part" or a "very important part" to play in fostering cost containment programs. Respondents' answers crosstabulated by association membership revealed some differences in the amount of support for this idea.

Respondents were asked to comment on any topic raised by the survey. Frustration over the multitude of ILL policies among libraries, the need for a statewide or region-wide union list, and the possibility of a standardized ILL fee rate among libraries were some of the ideas expressed.

PART B: RECOMMENDATIONS FOR STUDY/ACTION

1.ENCOURAGE CATALOGING OF PERIODICALS NOT IN OCLC THROUGH SEARING OCLC PERIODICAL CATALOGING COSTS AMONG OHIONET MEMBERS

Information availability is a prerequisite for information exchange. Union lists are a commonly-accepted means for providing an awareness of the availability of information found in periodicals. The OCLC record, while not including specific holdings, does indicate the general availability of holdings for periodical titles.

A means must be found to prompt more OHIONET libraries to include their periodical titles in the OCLC system. Since the inclusion of such titles benefits all of the OHIONET (and OCLC) members, the costs of such a project should be borne by the OHIONET membership collectively. How such work might be realistically carried out must be explored. The OHIONET Interlibrary Loan Advisory Council, among others, should address this issue.

2.ESTABLISH SAME-TYPE LIBRARY UNION LISTS

The possibility of OCLC-generated union lists contributed by similiar types of libraries within OHIONET should be explored. These lists could be used as foundations for statewide inter-type ILL photocopy

cost containment and cooperation. The OHIONET membership should be polled to determine its interest in such union lists.

3.ANALYSE TOTAL COST IMPLICATIONS OF INTERLIBRARY LOAN PHOTOCOPYING

Without a clear picture of the total cost components of ILL photocopying, there cannot be sufficient motivation for cooperative action aimed at cost control. This study covered one aspect of the cost of OHIONET ILL photocopying: the photocopy fee of the supplying library. In order to address the feasibility of any possible future ILL photocopy cost containment program among OHIONET institutions, more information should be gathered on the <u>total</u> costs of ILL photocopying. The total costs would include costs to the supplying library (e.g., salaries, supplies, and postage) and the costs to the receiving library (e.g., supplying library charges, salaries, OCLC costs).

An adjunct of the above study would be a study of the part played by the ILL photocopying fees charged by the supplying library. What part do such fees play in the overall cost picture? Do such fees sufficiently recover costs? Do they aid or impair the fundamental purpose of the Interlibrary Loan service-- the transfer of information?

4.EXCHANGE IDEAS AMONG REPRESENTATIVES OF LIBRARY ASSOCIATIONS AND CONSORTIA WITHIN OHIO

Representatives of library associations and consortia within the State of Ohio should discuss and explore the potential for large-scale interlibrary cooperation, including the interlibrary cost containment programs suggested by this survey. To coordinate such an exchange of ideas, I recommend an agency already linked to different elements within the library community, such as the State Library of Ohio, or the Ohio Library Association.

Different types of libraries, through their respective library associations (e.g., the Academic Library Association of Ohio, or the Special Libraries Association), should explore the potential for state-wide cooperation, especially within their group. Such inter-type cooperation would not exclude but would complement overall efforts for cost containment by the broader library community.

5.PROMOTE EQUITY IN INTERLIBRARY ARRANGEMENTS

Lasting interlibrary cooperation is equitable to all concerned parties. Those libraries which supply a great volume of ILL photocopies bear ILL in-house costs greater than those libraries which supply fewer ILL photocopies. Whether photocopy fees charged by these "high-supply" libraries cover the actual costs of

supplying these services is largely unknown, since in-house cost studies have, in most cases, never been performed. Such studies are the first step toward an understanding of overall ILL costs and the establishment of equitable ILL relationships.

How should "high-supply" libraries be recompensed for their valuable service to other, smaller libraries? To date, their reimbursement has been through the assessment of higher fees. Within a broader framework of statewide cooperation, however, other ways in which they can by repaid, in whole or part, should be found.

For example, why not link the costs of ILL photocopying to the costs of acquisition and maintenance of periodical holdings? Why not credit the expense for the maintenance of periodical collections, publicly listed on OCLC and available to other libraries, to these "high-supply" libraries?

Other ideas for consideration include:

a) the establishment of a cooperative periodical acquisition system for OHIONET libraries. In such a system, each library with a lower volume of ILL outgoing photocopies would agree to acquire and maintain an additional periodical title each year. Photocopies from these titles would be sent free of charge to all OHIONET libraries. In this way the range of periodicals available to high-volume OHIONET libraries (as well as to other libraries) would be

extended. All OHIONET participants would benefit from a group approach to periodical title acquisition.

b) the giving of priority service to the ILL photocopy requests of "high-supply" institutions. According the the present study, speed of service was more important than cost for the majority of those libraries that ordered the highest number of ILL photocopies. It is assumed that these "high -receive" libraries are generally "high-supply" libraries as well.

c) the establishment of a cooperative periodical deselection program, in which "high-supply" libraries are given special consideration. For example, a "high-supply" library might withdraw a little-used periodical title, provided that another library within the OHIONET network agrees to keep the title in perpetuity. The "high-supply" library frees valuable shelf space, while maintaining access to the title.

The rationale for the above proposals is the establishment of a more equitable arrangement for those OHIONET libraries that supply the bulk of ILL photocopies, without placing an undue burden on the lower volume ILL participants. The OHIONET ILL Advisory Council should initiate discussion of these and similar ideas.

Appendix A: Cover Letter to November 16, 1984 Questionnaire

XAVIER UNIVERSITY

McDonald Memorial Library

November 16, 1984

Dear Interlibrary Loan Coordinator:

For the past four years I have served as the Interlibrary Loan Librarian at Xavier University Library. During this time I have noticed how increasingly expensive it has become for us to buy photocopies from other libraries for our patrons. The costs for photocopies purchased from libraries outside our local consortium are becoming ever more expensive and unpredictable with no apparent limit in sight. I would like to know what other Interlibrary Loan people think about the present environment in which we all operate.

The enclosed survey is being sent to the chief Interlibrary Loan person at each OHIONET library. This survey is intended to gather two types of information: first, information on interlibrary photocopying practices and procedures, and second, information on what interest there may be on the part of those involved in Interlibrary Loan operations in cooperative programs dealing with Interlibrary Loan photocopying among OHIONET libraries.

This survey can be completed in a few minutes. Results of the survey will be sent to the OHIONET Interlibrary Loan Advisory Council, to appropriate library associations within the State of Ohio, and to all interested survey participants. Survey results may form the basis for greater discussion and cooperative activity among OHIONET libraries in the Interlibrary Loan field.

Your participation in this survey will be both useful and important. Please complete and return this survey by DECEMBER 10, 1984. A self-addressed, stamped envelope is provided.

Thank you for taking a few minutes to give me your ideas.

Sincerely yours,

Tim McCabe

Tim McCabe
Interlibrary Loan
Librarian

Cincinnati's Jesuit University

3800 Victory Parkway
Cincinnati, Ohio 45207-1098
513/745-3951

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Appendix B: Personal Information Sheet Accompanying Questionnaire

PHOTOCOPYING IN THE INTERLIBRARY LOAN SERVICE
OF THE OHIONET LIBRARY : A SURVEY

NAME AND ADDRESS OF LIBRARY:

PERSON COMPLETING SURVEY:

JOB TITLE:

***Would you like a summary of the survey results?

Yes_____ No_____

(Results will be mailed in July, 1985.)

***May I contact you by telephone, if necessary, to clarify any responses?

Yes_____ No_____

Telephone Number: ( ) -

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Appendix C: Questionnaire (4 pages)

SECTION I: INFORMATION ON YOUR LIBRARY// PERSONAL AND INSTITUTIONAL MEMBERSHIPS

Q.1 Please indicate which description characterizes your library the best: (5)
(Circle one response)

1. Academic Library in a private institution (includes theological or seminary libraries)
2. Academic Library in a public institution
3. Medical Library (in a hospital, a medical or nursing school,or medical organization)
4. Public Library
5. Special Library (in a law firm or law school, government, industry, research firm, business or corporation)
6. Other: Please specify_____

Does your library or anyone in your Interlibrary Loan service have memberships in the following? (Circle as appropriate)

Q.2	Academic Library Association of Ohio (ALAO).....	1. Yes	2. No	(6)
Q.3	American Library Association (ALA).....	1. Yes	2. No	(7)
Q.4	American Society for Information Science (ASIS).....	1. Yes	2. No	(8)
Q.5	Association of College & Research Libraries (ACRL)....	1. Yes	2. No	(9)
Q.6	Catholic Library Association (CLA).....	1. Yes	2. No	(10)
Q.7	Medical Library Association (MLA).....	1. Yes	2. No	(11)
Q.8	Ohio Health Information Organization (OHIO).....	1. Yes	2. No	(12)
Q.9	Ohio Library Association (OLA).....	1. Yes	2. No	(13)
Q.10	Special Libraries Association (SLA).....	1. Yes	2. No	(14)

SECTION II: INFORMATION ON PERIODICAL HOLDINGS, ORDERING PROCEDURES, LEVEL OF INTERLIBRARY LOAN ACTIVITY, AND COSTS

Q.11 Are the greater part of your periodical titles (i.e., more than 50 percent) cataloged on the OCLC system? (Circle one response) (15)

1. Yes 2. No

Q.12 Are the greater part of your periodical holdings (i.e., more than 50 percent) found on any local, regional, or national union list? (Circle one response) (16)

1. Yes 2. No

Q.13 Does your library currently have its Interlibrary Loan policies listed in the OCLC Name-Address Directory? (Circle one response) (17)

1. Yes 2. No

Q.14 Have you found the OCLC Name-Address Directory to be helpful to you? (Circle one response) (18)

1. Yes 2. No

II-A: The following questions are about your ordering of photocopies from other libraries:

Q.15 Does your library regularly order photocopies from other libraries? (19)
(Circle one response)

1. Yes 2. No

If you responded "no" to the above question, do not complete the remaining part of Section II-A. Go instead to Section II-B and continue there. Otherwise, please continue.

Q.16 Which tool do you usually check first in your selection of potential supplying libraries for your photocopy requests? (Circle one response) (20)

1. Local or regional union lists
2. New Serial Titles and/or the Union List of Serials
3. OCLC
4. Special subject-oriented union lists
5. Telephone
6. Other: Please specify_____
7. Do not know

Q.17 Which of the following three criteria is most important to you in your selection of potential supplying libraries for your photocopies? (Circle one response) (21)

1. Convenience
2. Cost
3. Speed

PLEASE CONTINUE ON PAGE 2

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SECTION II, CONTINUED

Q.18 What means do you most often use to order your photocopies? (Circle one response) (22)

1. OCLC Interlibrary Loan Subsystem
2. On-line vendor service through BRS, DIALOG, SDC, etc.
3. Telephone
4. U.S. Mail
5. Other: Please specify_____

Q.19 Which type of library supplies the greatest number of your photocopies? (Circle one response) (23)

1. Academic Library in a private institution (includes theological or seminary libraries)
2. Academic Library in a public institution
3. Medical Library (in a hospital, a medical or nursing school, or medical organization)
4. Public Library
5. Special Library (in a law firm or law school, government, industry, research firm, business or corporation)
6. Other: Please specify_____
7. Do not know

Q.20 Most of your photocopy requests are filled: (Circle one response) (24)

1. After a local search
2. After searching in-state
3. After searching regionally (IN,KY,MI,OH,PA,WV)
4. After searching nationally
7. Do not know

Q.21 How often do you have a good idea about how much a photocopy requested from another library will cost at the time of your ordering? (Circle one response) (25)

1. All of the time
2. Most of the time
3. Some of the time
4. Infrequently
5. Not at all

Q.22 Indicate the degree to which the average cost of photocopies you receive from other libraries is of general concern to you: (Circle one response) (26)

1. Extremely concerned
2. Very concerned
3. Concerned
4. A little concerned
5. Not at all concerned

Q.23 In general, do you pass on to your patrons the full cost of photocopies ordered for them (i.e., the charges of the supplying libraries)? (Circle one response) (27)

1. Yes 2. No

II-B: The following questions are about your supplying of photocopies to other libraries:

Q.24 Does your library regularly supply photocopies to other libraries? (Circle one response) (28)

1. Yes 2. No

If you responded "no" to the above question, do not complete the remaining parts of the survey. Thank you for your participation.

If you responded "yes" to the above question, please continue.

Q.25 Your Interlibrary Loan service tends to: (Circle one response) (29)

1. Send out many more photocopies than it receives
2. Send out more photocopies than it receives
3. Send out about as many photocopies as it receives
4. Send out fewer photocopies than it receives
5. Send out far fewer photocopies than it receives

PLEASE CONTINUE ON PAGE 3

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SECTION II, CONTINUED

Q.26 How much do you regularly charge another library for a ten-exposure photocopy request? This figure should be the total charge which would include handling and/or postage fees, if you charge for such. (Assume that there is no prior agreement between your library and the requesting library on reduced rates of any kind.)

_____ (30-37)

Q.27 How do you think your photocopy fee structure compares to the photocopy fee structures of other libraries in general? (Circle one response) (38)

1. Much more expensive than average
2. More expensive than average
3. About the same as other libraries
4. Less expensive than average
5. Far less expensive than average
7. Do not know
8. Question does not apply: all photocopies are sent free of charge

Q.28 Has your Interlibrary Loan service ever performed an in-house study to determine how much it actually costs you, on average, to supply photocopies to other libraries? (Circle one response) (39)

1. Yes 2. No

Q.29 How often do you revise your photocopy fee structure? (Circle one response) (40)

1. More often than once a year
2. Once a year
3. Less often than once a year
7. Do not know
8. Question does not apply: all photocopies are sent free of charge

In the last year for which you have statistics, what was the:

Q.30 Total number of transactions processed by your Interlibrary Loan service? (All transactions, both incoming and outgoing, for photocopies and books)

Total number of transactions _____ (41-47)

Q.31 Number of books loaned by your Interlibrary Loan service?

Number of books loaned _____ (48-54)

Q.32 Number of books borrowed by your Interlibrary Loan service?

Number of books borrowed _____ (55-61)

Q.33 Number of photocopy orders sent by your Interlibrary Loan service?

Number of photocopy orders sent _____ (62-68)

Q.34 Number of photocopy orders received by your Interlibrary Loan service?

Number of photocopy orders received _____ (69-75)

SECTION III: ASSESSMENT OF INTEREST IN POSSIBLE INTERLIBRARY PHOTOCOPYING PROGRAMS AMONG OHIONET LIBRARIES

Please circle "yes," "no," or "maybe" to indicate whether your library might be interested in participating in any of the interlibrary photocopying programs proposed below. Each proposed program would entail voluntary participation only, but would assume that participating libraries would begin to enter their periodical titles into the OCLC system if not done so previously. Such programs are envisioned as informal in nature and might or might not involve the direct or indirect participation of the OHIONET office itself.

Q.35 OHIONET libraries of the same type (i.e., Academic Library in a private institution, Academic Library in a public institution, Medical Library, Public Library, Special Library) would provide free photocopies to each other.

1. Yes 2. No 3. Maybe (5)

PLEASE CONTINUE ON PAGE 4

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SECTION III, CONTINUED

Q.36 OHIONET libraries of the same type (i.e., Academic Library in a private institution, Academic Library in a public institution, Medical Library, Public Library, Special Library) would provide photocopies to each other at a reduced rate.

1. Yes 2. No 3. Maybe (6)

The following two questions are intended to be answered by Academic Library respondents only. All other respondents please continue at question #39.

Q.37 All OHIONET Academic Libraries would provide free photocopies to each other.

1. Yes 2. No 3. Maybe (7)

Q.38 All OHIONET Academic Libraries would provide photocopies to each other at a reduced rate.

1. Yes 2. No 3. Maybe (8)

Q.39 OHIONET libraries with similar levels of Interlibrary Loan activity would provide free photocopies to each other.

1. Yes 2. No 3. Maybe (9)

Q.40 OHIONET libraries with similar levels of Interlibrary Loan activity would provide photocopies to each other at a reduced rate.

1. Yes 2. No 3. Maybe (10)

Q.41 All OHIONET libraries would provide free photocopies to each other.

1. Yes 2. No 3. Maybe (11)

Q.42 All OHIONET libraries would provide photocopies to each other at a reduced rate.

1. Yes 2. No 3. Maybe (12)

Q.43 At present, does your library have any sort of reciprocal agreement with another library or libraries for free or reduced-rate photocopies?

1. Yes 2. No (13)

Q.44 What part do you think library associations should play in fostering programs as those proposed above? (14)

1. Very important part
2. Important part
3. Some part
4. Minor part
5. No part

Q.45 Please describe the level to which you yourself participate or have influence in the setting of the Interlibrary Loan photocopy fee policy at your library: (15)

1. Heavily involved or have major influence
2. Much involved or have much influence
3. Involved, or have influence
4. Somewhat involved, or have a little influence
5. No involvement, or have no influence
8. Question does not apply

COMMENTS: Please write any comments you may have about the topics covered within this survey. If you need additional space, use the back of this page.

THANK YOU FOR YOUR PARTICIPATION IN THIS SURVEY.

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Appendix D: Follow up Letter of February 6, 1985

XAVIER UNIVERSITY

McDonald Memorial Library

February 6, 1985

Dear Interlibrary Loan Coordinator:

I have received and reviewed over 150 responses to the survey in which you participated in November, 1984. In reviewing the responses, I have found that I included two questions on that survey which, if answered "No" by the responding library, resulted in that library's being inappropriately excluded from completing the survey. You are among 29 libraries that had been excluded in this way.

Would you please answer and return the enclosed unanswered portion of the survey (highlighted in red) by February 26th so that your answers can be included in the final tally of results? An addressed, stamped envelope is enclosed.

Thank you for your patience in responding to my request. A summary of the results will be sent to the OHIONET Interlibrary Loan Advisory Council. You will also receive a summary of the results in July, 1985.

Thanks again,

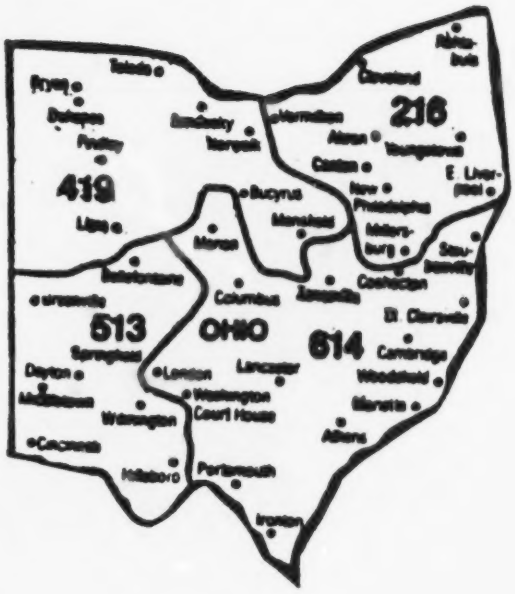
Tim McCabe

Tim McCabe
Interlibrary Loan
Librarian

Cincinnati's Jesuit University

3800 Victory Parkway
Cincinnati, Ohio 45207-1098
513/745-3661

Appendix E: Map of Ohio Divided Up by Telephone Area Code Numbers



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Appendix F

OHIONET Libraries Participating in the Survey

Anderson, Maumee, OH
Olive Kettering Memorial Library, Antioch College, Yellow Springs, OH
Ashland Chemical Company Technical Information Center, Columbus, OH
Athenaeum of Ohio, Eugene H. Maly Memorial Library, Cincinnati, OH
Armco Inc. Technical Information Services, Middletown, OH
ATE Management Service Co. Library, Cincinnati, OH
B.F. Goodrich Co., Charles Cross Goodrich Library, Brecksville, OH
Baldwin-Wallace College, Ritter Library, Berea, OH
Battelle Columbus Laboratories Library, Columbus, OH
Bluffton College, Musselman Library, Bluffton, OH
Bowling Green State University Libraries, Bowling Green, OH
Bowling Green State University, Fireland College Library, Huron, OH
Brentwood Hospital Library, Warrensville Heights, OH
Butler County Law Library Association, Hamilton, OH
Capital University Library, Columbus, OH
Capital University Law School Library, Columbus, OH
Career Development Center Library, Shaker Heights, OH
Case Western Reserve University, Freiberger Library, Cleveland, OH
Cedarville College Library, Cedarville, OH
Kettering College of Medical Arts, Learning Resource Center, Kettering, OH
Chemical Abstracts Service Library, Columbus, OH
Children's Hospital, Research Foundation Library, Cincinnati, OH
Chillicothe & Ross County Public Library, Chillicothe, OH
Cincinnati Historical Society Library, Cincinnati, OH
Cincinnati Milacron, Inc Corporate Information Center, Cincinnati, OH
Cincinnati Technical College Learning Resource Center, Cincinnati, OH
Clark Technical College Learning Resource Center, Springfield, OH
Cleveland Health Science Library, Cleveland, OH
Cleveland Heights-University Heights Public Library, Cleveland Heights, OH
Cleveland Institute of Art, Jessica Gund Memorial Library, Cleveland, OH
Cleveland Public Library, Cleveland, OH
Cleveland Marshall College of Law, Joseph W. Bartunek III Law Library, Cleveland, OH
College of Mt. St. Jospeh on the Ohio, Archbishop Alter Library, Mt. St. Joseph, OH
College of Wooster, Andrews Library, Wooster, OH
Columbus Law Library Association, Columbus, OH
Cuyahoga Community College Learning Resources Center, Parma, OH
Dalton-Dalton-Newport Library, Cleveland, OH
Dayton & Montgomery County Public Library, Dayton, OH
Denison University Libraries, Granville, OH
Dow Chemical USA, Granville Research Center, Granville, OH

OHIONET Libraries Participating in the Survey
continued

Edison State Community College Library, Piqua, OH
Elyria Public Library, Elyria, OH
Ernst & Whinney, National Office Library, Cleveland, OH
Fairfield County District Library, Lancaster, OH
Findlay-Hancock County Public Library, Findlay, OH
Franklin University Library, Columbus, OH
Geauga County Public Library, Chardon, OH
Gould Inc., Ocean Systems Information Center, Cleveland, OH
Greene County District Library, Xenia, OH
Mt. Carmel Medical Center Library, Columbus, OH
Hebrew Union College, Jewish Institute of Religion Library, Cincinnati, OH
Heidelberg College, Beeghly Library, Tiffin, OH
Hiram College, Teachout-Price Memorial Library, Hiram, OH
Hocking Technical College Library, Nelsonville, OH
Imperial Clevite Inc. Library, Cleveland, OH
Jackson City Library, Jackson, OH
John Carroll University, Grasselli Library, University Heights, OH
John McIntire Public Library, Zanesville, OH
Kent State University Libraries, Kent, OH
Kent State University, Stark Campus Learning Resource Center, Canton, OH
Kent State University, Trumbull Campus Library, Warren, OH
Kenyon College, Gordon Keith Chambers Memorial Library, Gambier, OH
Lake Erie College, J.F. Lincoln Learning Resource Center, Painesville, OH
Lakeland Community College Library, Mentor, OH
Lakewood Public Library, Lakewood, OH
Lane Public Library, Hamilton, OH
Lima Public Library, Lima, OH
Lloyd Library, Cincinnati, OH
Lorain Public Library, Lorain, OH
Mansfield General Hospital Library, Mansfield, OH
Mansfield-Richland County Public Library, Mansfield, OH
Marietta College, Dawes Memorial Library, Marietta, OH
Marion Public Library, Marion, OH
Marion Technical College Library, Marion, OH
Medical College of Ohio at Toledo, R.H. Mulford Library, Toledo, OH
Medina County District Library, Medina, OH
Meigs County Public Library, Pomeroy, OH
Mercy Hospital, Edward L. Burns Health Sciences Library, Toledo, OH
Methodist Theological School in Ohio Library, Delaware, OH
Miami University, Edgar W. King Library, Oxford, OH
Miami University, Hamilton Campus, Rentschler Library, Hamilton, OH
Morley Library, Painesville, OH

OHIONET Libraries Participating in the Survey
continued

Mount Union College Library, Alliance, OH
Mt. Vernon Nazarene College Library, Mt. Vernon, OH
Ohio University, Zanesville Campus Library, Zanesville, OH
National Water Well Association, Worthington, OH
Nelsonville Public Library, Nelsonville, OH
Northeastern Ohio Universities College of Medicine, Basic Medical Sciences Library, Rootstown, OH
Northwest Technical College Library, Archbold, OH
Oberlin College Library, Oberlin, OH
Ohio Agricultural Research & Development Center Library, Wooster, OH
Ohio College of Podiatric Medicine Library, Cleveland, OH
Ohio Dominican College Library, Columbus, OH
Ohio Environmental Protection Agency Library, Columbus, OH
Ohio Historical Society Library, Columbus, OH
Ohio Legislative Service Commission Library, Columbus, OH
Ohio Northern University, Heterick Memorial Library, Ada, OH
Ohio Northern University, Jay P. Taggart Memorial Law Library, Ada, OH
Ohio State University, College of Law Library, Columbus, OH
Ohio University, Vernon R. Alden Library, Athens, OH
Ohio University, Lancaster Library, Lancaster, OH
Ohio Wesleyan University, L.A. Beeghly Library, Delaware, OH
Otterbein College, Courtright Memorial Library, Westerville, OH
Owens Technical College Library, Toledo, OH
Pickaway County District Public Library, Circleville, OH
Pike County Public Library, Waverly, OH
Pontifical College Josephinum, Wehrle Memorial Library, Worthington, OH
Portage County District Library, Hiram, OH
Porter Public Library, Westlake, OH
Public Library of Cincinnati and Hamilton County, Cincinnati, OH
Public Library of Columbus and Franklin County, Columbus, OH
Raymond Walters General & Technical College Library, Blue Ash, OH
Rio Grande College, Jeanette Albiez Davis Library, Rio Grande, OH
Riverside Methodist Hospital, Library Resource Center, Columbus, OH
Shaker Heights City School District, Shaker Heights, OH
Shaker Heights Public Library, Shaker Heights, OH
Shawnee State College Library, Portsmouth, OH
Sidney Public Library, Sidney, OH
St. Charles Hospital Library, Oregon, OH
St. Vincent Hospital & Medical Center, Health Science Library, Toledo, OH
Stark County District Library, Canton, OH
Stow Public Library, Stow, OH
Wellston Public Library, Wellston, OH
Terra Technical College, Learning Resource Center, Fremont, OH

OHIONET Libraries Participating in the Survey
continued

Toledo Hospital Medical Library, Toledo, OH
Toledo-Lucas County Public Library, Toledo, OH
Trinity Lutheran Seminary Library, Columbus, OH
United Theological Seminary Library, Dayton, OH
University of Akron, Law Library, Akron, OH
University of Cincinnati Libraries, Central Library, Cincinnati, OH
University of Cincinnati Medical Center Library, Cincinnati, OH
Robert S. Marx Law Library, Cincinnati, OH
University of Dayton, Roesch Library, Dayton, OH
University of Dayton, Law Library, Dayton, OH
University of Steubenville, Starvaggi Memorial Library, Stuebenville, OH
University of Toledo, William S. Carlson Library, Toledo, OH
Urbana College, Swedenborg Memorial Library, Urbana, OH
Walsh College Library, Canton, OH
Warren-Trumbull County Public Library, Warren, OH
Washington Technical College LRC, Marietta, OH
Western Reserve Historical Society, History Library, Cleveland, OH
Westerville Public Library, Westerville, OH
Wilberforce University, Learning Resources Center, Wilberforce, OH
Wilmington College, Sheppard Arthur Watson Library, Wilmington, OH
Wittenberg University, Thomas Library, Springfield, OH
Wood County District Public Library, Bowling Green, OH
Worthington Public Library, Worthington, OH
Wright State University Library, Dayton, OH
Wright State University, Health Sciences Library, Dayton, OH
Wright State University Library, Western Ohio Branch Campus, Celina, OH
Xavier University, McDonald Memorial Library, Cincinnati, OH
Youngstown State University Library, Youngstown, OH

Appendix G

OHIONET Libraries Not Responding to the Mailed Questionnaire

Adria Laboratories, Inc. Library, Columbus, OH
Akron-Summit County Public Library, Akron, OH
Ashland College Library, Ashland, OH
Bexley Public Library, Clyde, OH
Burton Public Library, Burton, OH
Case Western Reserve University Law Library, Cleveland, OH
Central State University, Hallie Q. Brown Memorial Library, Wilberforce, OH
Cincinnati Bible Seminary Library, Cincinnati, OH
Cincinnati Law Library Association, Cincinnati, OH
Cleveland Institute of Music Library, Cleveland, OH
Cleveland State University Libraries, Cleveland, OH
Columbus City School Library, Columbus, OH
Columbus Technical Institute, Educational Resources Center, Columbus, OH
+ Cuyahoga County Public Library, Cleveland, OH
Defiance College, Wayne Library & Instructional Resource Center, Defiance, OH
Euclid Public Library, Euclid, OH
+ Findlay College, Shafer Library, Findlay, OH
Goodyear Aerospace Corporation Library, Akron, OH
Grove City Public Library, Grove City, OH
Herbert Wescoat Memorial Library, McArthur, OH
Lebanon Correctional Institution Library, Lebanon, OH
Logan-Hocking County District Library, Logan, OH
Malone College, Everett L. Cattell Library, Canton, OH
Matthew A. Baxter School of Library and Information Science, Case Western Reserve University, Cleveland, OH
McKinley Memorial Library, Niles, OH
Mead Corp., Central Research Library, Chillicothe, OH
Miami University--Middletown, Gardner-Harvey Library, Middletown,OH
Middletown Public Library, Middletown, OH
Midland-Ross Corp. Library, Cleveland, OH
Muskingum College Library, New Concord, OH
Nordson Corp. Technical Information Center, Westlake, OH
Oberlin Public Library, Oberlin, OH
Ohio State University Libraries, Columbus, OH
Ohio University, Belmont County Campus Library, Saint Clairsville,OH
Ohio University, Chillicothe Library, Chillicothe, OH
Ohio Valley Area Library, Wellston, OH
Owens-Illinois Technical/Business Information Services, Toledo, OH
Owens-Corning Fiberglass Corp., Technical Data Center, Granville, OH
Portsmouth Public Library, Portsmouth, OH
Procter & Gamble Company, Miami Valley Laboratories Technical Library, Cincinnati, OH
Ross Laboratories Library, Columbus, OH
Sinclair Community College, Learning Resources Center, Dayton, OH
Southern State Community College Library, Wilmington, OH
St. Joseph Hospital, Medical Staff Library, Lorain, OH

OHIONET Libraries Not Responding to the Mailed Questionnaire,cont.

State Library of Ohio, Columbus, OH
Supreme Court of Ohio, Law Library, Columbus, OH
SCM Corp., Technical Information Services, Strongsville, OH
Sohio Chemical Company Information Center, Cleveland, OH
Timken Company, Research Library, Canton, OH
University of Akron, Bierce Library, Akron, OH
University of Toledo, Law Library, Toledo, OH
Upper Arlington Public Library, Upper Arlington, OH
Ursuline College Library, Cleveland, OH
Wayne County Public Library, Wooster, OH
Wright State University Library, Piqua Branch, Piqua, OH
Public Library of Youngstown & Mahoning County, Youngstown, OH
Jefferson County Technical College Library, Steubenville, OH

OHIONET Libraries that Returned the Questionnaire but Excluded Themselves from the Survey

Edgar Dale Media Center Library, Columbus, OH
Briggs-Lawrence County Public Library, Ironton, OH
NCR Corp. Technical Library, Dayton, OH
Northeast Ohio Multipurpose Arthritis Center, Cleveland, OH
Oberlin Conservatory of Music, Mary M. Vail Music Library, Oberlin, OH

\+ Returned completed survey too late to be included in study.

\# Returned uncompleted survey after the return cut off date.

Note: A survey was mailed to the Library of Ridihalgh,Eggers, and Associates, but was returned as undeliverable.

V 1 Type of Library

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Academic, Private	1	40	26.3	26.5	26.5
Academic, Public	2	30	19.7	19.9	46.4
Medical	3	14	9.2	9.3	55.6
Public	4	37	24.3	24.5	80.1
Special	5	25	16.4	16.6	96.7
Other	6	5	3.3	3.3	100.0
Not Ascertained	9	1	.7	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 151 MISSING CASES 1

CHART 1

V 47 Geographic Zone of Library within Ohio

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Northeast Ohio	216	45	29.6	29.6	29.6
Northwest Ohio	419	23	15.1	15.1	44.7
Southwest Ohio	513	37	24.3	24.3	69.1
Southeast Ohio/ Columbus, Ohio Area	614	47	30.9	30.9	100.0
	TOTAL	152	100.0	100.0	

CHART 2

VALID CASES 152 MISSING CASES 0

V 11 Greater Part of Periodicals Cataloged on OCLC

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	46	30.3	30.7	30.7
No	2	104	68.4	69.3	100.0
Not Ascertained	9	2	1.3	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 150 MISSING CASES 2

CHART 3

CHART 4

V 11 Greater Part of Periodicals Cataloged on OCLC: "Yes" or "No"
BY V 1 Type of Library
V 1 NUMBER OF MISSING OBSERVATIONS= 3

V 11	1 Academic ,Private	2 Academic ,Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
1 Yes	10	18	3	8	6		45
	22.2	40.0	6.7	17.8	13.3		30.2
	25.0	62.1	21.4	22.2	24.0		
	6.7	12.1	2.0	5.4	4.0		
2 No	30	11	11	28	19	5	104
	28.8	10.6	10.6	26.9	18.3	4.8	69.8
	75.0	37.9	78.6	77.8	76.0	100.0	
	20.1	7.4	7.4	18.8	12.8	3.4	
COLUMN TOTAL	40	29	14	36	25	5	149
	26.8	19.5	9.4	24.2	16.8	3.4	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
18.70218	5	0.0022	1.510	3 of 12 (25.0%)

	SYMMETRIC	WITH V 11 DEPENDENT	WITH V 1 DEPENDENT
LAMBDA	0.09740	0.15556	0.07339

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.33395	
PEARSON'S R	0.14464	0.0392
GAMMA	0.18184	

CHART 5

V 48 Total ILL Activity Level: First to Fourth Level Activity
BY V 11 Greater Part of Periodicals Cataloged on OCLC: "Yes" or "No"
V 11 NUMBER OF MISSING OBSERVATIONS= 23

V 48	Yes (1)	No (2)	ROW TOTAL
1.00 First Level Activity	7	25	32
	21.9	78.1	24.8
	16.7	28.7	
	5.4	19.4	
2.00 Second Level Activity	10	22	32
	31.3	68.8	24.8
	23.8	25.3	
	7.8	17.1	
3.00 Third Level Activity	8	25	33
	24.2	75.8	25.6
	19.0	28.7	
	6.2	19.4	
4.00 Fourth Level Activity	17	15	32
	53.1	46.9	24.8
	40.5	17.2	
	13.2	11.6	
COLUMN TOTAL	42	87	129
	32.6	67.4	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
8.89194	3	0.0308

	SYMMETRIC
LAMBDA	0.07971

CELLS WITH E.F.<5	MIN E.F.
NONE	10.419

	WITH V 48 DEPENDENT	WITH V 11 DEPENDENT
	0.09375	0.04762

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.25394	
PEARSON'S R	-0.20538	0.0098
GAMMA	-0.31954	

V 12 Greater Part of Periodical Holdings on a Union List

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	111	73.0	74.0	74.0
No	2	39	25.7	26.0	100.0
Not Ascertained	9	2	1.3	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 150 MISSING CASES 2

CHART 6

CHART 7

V 12 Greater Part of Periodical Holdings on Union List: "Yes," or "No"
BY V 1 Type of Library
V 1 NUMBER OF MISSING OBSERVATIONS= 3

V 12	Academic ,Private 1	Academic ,Public 2	Medical 3	Public 4	Special 5	Other 6	ROW TOTAL
1 Yes	34	23	14	25	12	2	110
	30.9	20.9	12.7	22.7	10.9	1.8	73.8
	85.0	76.7	100.0	71.4	48.0	40.0	
	22.8	15.4	9.4	16.8	8.1	1.3	
2 No	6	7		10	13	3	39
	15.4	17.9		25.6	33.3	7.7	26.2
	15.0	23.3		28.6	52.0	60.0	
	4.0	4.7		6.7	8.7	2.0	
COLUMN TOTAL	40	30	14	35	25	5	149
	26.8	20.1	9.4	23.5	16.8	3.4	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
19.36725	5	0.0016	1.309	3 of 12 (25.0%)

	SYMMETRIC	WITH V 12 DEPENDENT	WITH V 1 DEPENDENT
LAMBDA	0.06081	0.05128	0.06422

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.33916	
PEARSON'S R	0.27752	0.0003
GAMMA	0.43467	

CHART 8

V 49 Photocopy Orders Sent Activity Level: First to Fourth Level Activity
BY V 12 Greater Part of Periodical Holdings on Union List: "Yes," or "No"

NUMBER OF MISSING OBSERVATIONS= 37

	V 12 Yes (1)	V 12 No (2)	ROW TOTAL
V 49 1.00 First Level Activity	19	9	28
	67.9	32.1	24.3
	22.4	30.0	
	16.5	7.8	
2.00 Second Level Activity	19	10	29
	65.5	34.5	25.2
	22.4	33.3	
	16.5	8.7	
3.00 Third Level Activity	24	5	29
	82.8	17.2	25.2
	28.2	16.7	
	20.9	4.3	
4.00 Fourth Level Activity	23	6	29
	79.3	20.7	25.2
	27.1	20.0	
	20.0	5.2	
COLUMN TOTAL	85	30	115
	73.9	26.1	100.0

CELLS WITH E.F.<5
NONE

CHI-SQUARE	D.F.	SIGNIFICANCE
3.20768	3	0.3607

MIN E.F. 7.304

	SYMMETRIC
LAMBDA	0.04310

	WITH V 49 DEPENDENT	WITH V 12 DEPENDENT
LAMBDA	0.05814	0.00000

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.16473	
PEARSON'S R	-0.13138	0.0808
GAMMA	-0.22113	

CHART 9

V 47 Geographic Zone of Library within Ohio
BY V 12 Greater Part of Periodical Holdings on a Union List: "Yes" or "No"
V 12 NUMBER OF MISSING OBSERVATIONS= 2

V 47	Yes (1)	No (2)	ROW TOTAL
Northeast Ohio	216 79.5 31.5 23.3	35 20.5 23.1 6.0	44 29.3
Northwest Ohio	419 73.9 15.3 11.3	17 26.1 15.4 4.0	23 15.3
Southwest Ohio	513 81.1 27.0 20.0	30 18.9 17.9 4.7	37 24.7
Southeast Ohio/ Columbus Area	614 63.0 26.1 19.3	29 37.0 43.6 11.3	46 30.7
COLUMN TOTAL	111 74.0	39 26.0	150 100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
4.53773	3	0.2089

	SYMMETRIC
LAMBDA	0.04196

	VALUE
CONTINGENCY COEFFICIENT	0.17136
PEARSON'S R	0.11752
GAMMA	0.22655

CELLS WITH E.F. < 5

MIN E.F.	WITH V 47 DEPENDENT
5.980	0.05769

	WITH V 12 DEPENDENT
NONE	0.00000

	SIGNIFICANCE
	0.0760

V 13 ILL Policies in the OCLC Name-Address Directory

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	85	55.9	58.2	58.2
No	2	61	40.1	41.8	100.0
Not Ascertained	9	6	3.9	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 146 MISSING CASES 6

CHART 10

CHART 11

V 13 ILL Policies in OCLC Name-Address Directory: "Yes," or "No"
BY V 1 Type of Library
V 1 NUMBER OF MISSING OBSERVATIONS= 7

V 13	COUNT / ROW PCT / COL PCT / TOT PCT	Academic ,Private 1	Academic ,Public 2	Medical 3	Public 4	Special 5	Other 6	ROW TOTAL
1 Yes		20	15	9	24	15	1	84
		23.8	17.9	10.7	28.6	17.9	1.2	57.9
		52.6	50.0	64.3	68.6	65.2	20.0	
		13.8	10.3	6.2	16.6	10.3	.7	
2 No		18	15	5	11	8	4	61
		29.5	24.6	8.2	18.0	13.1	6.6	42.1
		47.4	50.0	35.7	31.4	34.8	80.0	
		12.4	10.3	3.4	7.6	5.5	2.8	
COLUMN TOTAL		38	30	14	35	23	5	145
		26.2	20.7	9.7	24.1	15.9	3.4	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
6.52297	5	0.2586	2.103	2 of 12 (16.7%)

	SYMMETRIC	WITH V13 DEPENDENT	WITH V1 DEPENDENT
LAMBDA	0.04167	0.04918	0.03738

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.20748	
PEARSON'S R	-0.06974	0.2022
GAMMA	-0.10619	

V 14 OCLC Name-Address Directory Helpful

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	71	46.7	52.2	52.2
No	2	65	42.8	47.8	100.0
Not Ascertained	9	16	10.5	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 136 MISSING CASES 16

CHART 12

CHART 13

V 14 OCLC Name-Address Directory Helpful: "Yes," or "No"
BY V 1 Type of Library
V 1 NUMBER OF MISSING OBSERVATIONS= 17

V 14	COUNT / ROW PCT / COL PCT / TOT PCT	Academic ,Private 1	Academic ,Public 2	Medical 3	Public 4	Special 5	Other 6	ROW TOTAL
1 Yes		17	16	6	16	14	1	70
		24.3	22.9	8.6	22.9	20.0	1.4	51.9
		47.2	61.5	46.2	47.1	66.7	20.0	
		12.6	11.9	4.4	11.9	10.4	.7	
2 No		19	10	7	18	7	4	65
		29.2	15.4	10.8	27.7	10.8	6.2	48.1
		52.8	38.5	53.8	52.9	33.3	80.0	
		14.1	7.4	5.2	13.3	5.2	3.0	
COLUMN TOTAL		36	26	13	34	21	5	135
		26.7	19.3	9.6	25.2	15.6	3.7	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
5.64619	5	0.3422	2.407	2 of 12 (16.7%)

	SYMMETRIC	WITH V 14 DEPENDENT	WITH V 1 DEPENDENT
LAMBDA	0.04878	0.12308	0.00000

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.20036	
PEARSON'S R	-0.00595	0.4727
GAMMA	-0.02944	

CHART 14

V 16 Tool Checked First

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Local or Regional Union List	1	73	48.0	51.0	51.0
New Serial Titles or Union List of Serials	2	5	3.3	3.5	54.5
OCLC	3	50	32.9	35.0	89.5
Subject Union Lists	4	1	.7	.7	90.2
Telephone	5	4	2.6	2.8	93.0
Other	6	10	6.6	7.0	100.0
Not Applicable	8	1	.7	MISSING	
Not Ascertained	9	8	5.3	MISSING	
TOTAL		152	100.0	100.0	

VALID CASES 143 MISSING CASES 9

CHART 15

V 16 Tool Checked First
BY V 1 Type of Library
V 1

NUMBER OF MISSING OBSERVATIONS= 10

V 16	COUNT / ROW PCT / COL PCT / TOT PCT	1 Academic Private	2 Academic Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
1 Local or Regional Union List		19	15	13	16	7	2	72
		26.4	20.8	18.1	22.2	9.7	2.8	50.7
		48.7	53.6	92.9	47.1	31.8	40.0	
		13.4	10.6	9.2	11.3	4.9	1.4	
2 New Serial Titles or U. List of Serials		4					1	5
		80.0					20.0	3.5
		10.3					20.0	
		2.8					.7	
3 OCLC		15	12		11	11	1	50
		30.0	24.0		22.0	22.0	2.0	35.2
		38.5	42.9		32.4	50.0	20.0	
		10.6	8.5		7.7	7.7	.7	
4 Subject Union List				1				1
				100.0				.7
				7.1				
				.7				
5 Telephone			1		1	2		4
			25.0		25.0	50.0		2.8
			3.6		2.9	9.1		
			.7		.7	1.4		
6 Other Means		1			6	2	1	10
		10.0			60.0	20.0	10.0	7.0
		2.6			17.6	9.1	20.0	
		.7			4.2	1.4	.7	
COLUMN TOTAL		39	28	14	34	22	5	142
		27.5	19.7	9.9	23.9	15.5	3.5	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F.< 5
51.07884	25	0.0016	0.035	27 of 36 (75.0%)

	SYMMETRIC	WITH V 16 DEPENDENT
LAMBDA	0.06936	0.05714

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.51434	
PEARSON'S R	0.21073	0.0059
GAMMA	0.18459	

CHART 16

V 50 Photocopy Orders Received Activity Level: First to Fourth Level Activity
BY V 16 Tool Checked First

V16 NUMBER OF MISSING OBSERVATIONS= 43

V50	Local/ Regional Union List (1)	NST-ULS (2)	OCLC (3)	Tele-phone (5)	Other Tool (6)	ROW TOTAL
1.00 First Level Activity	16	1	7		1	25
	64.0	4.0	28.0		4.0	22.9
	28.6	33.3	16.7		20.0	
	14.7	.9	6.4		.9	
2.00 Second Level Activity	14		13		1	28
	50.0		46.4		3.6	25.7
	25.0		31.0		20.0	
	12.8		11.9		.9	
3.00 Third Level Activity	12	2	9	3	1	27
	44.4	7.4	33.3	11.1	3.7	24.8
	21.4	66.7	21.4	100.0	20.0	
	11.0	1.8	8.3	2.8	.9	
4.00 Fourth Level Activity	14		13		2	29
	48.3		44.8		6.9	26.6
	25.0		31.0		40.0	
	12.8		11.9		1.8	
COLUMN TOTAL	56	3	42	3	5	109
	51.4	2.8	38.5	2.8	4.6	100.0

CELLS WITH E.F. < 5
MIN E.F. 0.688
12 of 20 (60.0%)

CHI-SQUARE	D.F.	SIGNIFICANCE
16.16506	12	0.1838

WITH V50 DEPENDENT

SYMMETRIC	VALUE	SIGNIFICANCE
LAMBDA	0.08750	0.00000
CONTINGENCY COEFFICIENT	0.35937	
PEARSON'S R	0.12533	0.0970
GAMMA	0.16565	

WITH V16 DEPENDENT

V 18 How Photocopies Are Most Often Ordered

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
OCLC ILL Subsystem	1	69	45.4	46.3	46.3
Online Vendor	2	1	.7	.7	47.0
Telephone	3	23	15.1	15.4	62.4
U.S. Mail	4	47	30.9	31.5	94.0
Other	5	9	5.9	6.0	100.0
Not Applicable	8	1	.7	MISSING	
Not Ascertained	9	2	1.3	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 149 MISSING CASES 3

CHART 17

CHART 18

V 50 Photocopy Orders Received Activity Level: First to Fourth Level Activity
BY V 18 How Photocopies Are Most Often Ordered
V 18 NUMBER OF MISSING OBSERVATIONS= 38

V 50	COUNT / ROW PCT / COL PCT / TOT PCT	OCLC ILL Subsystem 1	Online Vendor 2	Tele-phone 3	U.S. Mail 4	Other Means 5	ROW TOTAL
1.00		8		8	11		27
First Level Activity		29.6		29.6	40.7		23.7
		14.0		44.4	33.3		
		7.0		7.0	9.6		
2.00		14	1	1	12	2	30
Second Level Activity		46.7	3.3	3.3	40.0	6.7	26.3
		24.6	100.0	5.6	36.4	40.0	
		12.3	.9	.9	10.5	1.8	
3.00		17		5	6	1	29
Third Level Activity		58.6		17.2	20.7	3.4	25.4
		29.8		27.8	18.2	20.0	
		14.9		4.4	5.3	.9	
4.00		18		4	4	2	28
Fourth Level Activity		64.3		14.3	14.3	7.1	24.6
		31.6		22.2	12.1	40.0	
		15.8		3.5	3.5	1.8	
COLUMN TOTAL		57 50.0	1 .9	18 15.8	33 28.9	5 4.4	114 100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
20.39265	12	0.0600

	SYMMETRIC
LAMBDA	0.09929

MIN E.F. 0.237 CELLS WITH E.F. < 5: 12 of 20 (60.0%)

	WITH V 50 DEPENDENT	WITH V 18 DEPENDENT
	0.13095	0.05263

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.38954	
PEARSON'S R	-0.22304	0.0085
GAMMA	-0.26667	

CHART 19

V 18 How Photocopies Are Most Often Ordered
BY V 1 Type of Library
V 1

NUMBER OF MISSING OBSERVATIONS= 4

V 18	COUNT / ROW PCT / COL PCT / TOT PCT	1 Academic Private	2 Academic Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
1 OCLC ILL Subsystem		25	17	2	11	12	1	68
		36.8	25.0	2.9	16.2	17.6	1.5	45.9
		62.5	58.6	14.3	30.6	50.0	20.0	
		16.9	11.5	1.4	7.4	8.1	.7	
2 Online Vendor		1						1
		100.0						.7
		2.5						
		.7						
3 Telephone		2	4	3	8	6		23
		8.7	17.4	13.0	34.8	26.1		15.5
		5.0	13.8	21.4	22.2	25.0		
		1.4	2.7	2.0	5.4	4.1		
4 U.S. Mail		12	7	5	14	5	4	47
		25.5	14.9	10.6	29.8	10.6	8.5	31.8
		30.0	24.1	35.7	38.9	20.8	80.0	
		8.1	4.7	3.4	9.5	3.4	2.7	
5 Other Means			1	4	3	1		9
			11.1	44.4	33.3	11.1		6.1
			3.4	28.6	8.3	4.2		
			.7	2.7	2.0	.7		
COLUMN TOTAL		40	29	14	36	24	5	148
		27.0	19.6	9.5	24.3	16.2	3.4	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
39.18830	20	0.0063

	SYMMETRIC
LAMBDA	0.11170

MIN E.F.	CELLS WITH E.F. < 5
0.034	19 of 30 (63.3%)

	WITH V 18 DEPENDENT	WITH V 1 DEPENDENT
LAMBDA	0.11250	0.11111

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.45755	
PEARSON'S R	0.19897	0.0077
GAMMA	0.19843	

CHART 20

V 20 Type of Geographic Search Neeced to Fill ILL Photocopy Requests

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Local Search	1	59	38.8	41.0	41.0
In-state Search	2	45	29.6	31.3	72.2
Regional Search	3	32	21.1	22.2	94.4
National Search	4	6	3.9	4.2	98.6
Do Not Know	7	2	1.3	1.4	100.0
Not Applicable	8	1	.7	MISSING	
Not Ascertained	9	7	4.6	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 144 MISSING CASES 8

CHART 21

V 20 Type of Geographic Search Needed to Fill ILL Photocopy Requests
BY V 1 Type of Library

V 1 NUMBER OF MISSING OBSERVATIONS= 9

V 20	COUNT / ROW PCT / COL PCT / TOT PCT	1 Academic Private	2 Academic Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
1 Local Search		15	10	6	18	7	3	59
		25.4	16.9	10.2	30.5	11.9	5.1	41.3
		37.5	34.5	46.2	51.4	33.3	60.0	
		10.5	7.0	4.2	12.6	4.9	2.1	
2 In-state Search		17	10	2	10	6		45
		37.8	22.2	4.4	22.2	13.3		31.5
		42.5	34.5	15.4	28.6	28.6		
		11.9	7.0	1.4	7.0	4.2		
3 Regional Search		6	8	5	6	5	1	31
		19.4	25.8	16.1	19.4	16.1	3.2	21.7
		15.0	27.6	38.5	17.1	23.8	20.0	
		4.2	5.6	3.5	4.2	3.5	.7	
4 National Search			1		1	3	1	6
			16.7		16.7	50.0	16.7	4.2
			3.4		2.9	14.3	20.0	
			.7		.7	2.1	.7	
7 Do Not Know		2						2
		100.0						1.4
		5.0						
		1.4						
COLUMN TOTAL		40	29	13	35	21	5	143
		28.0	20.3	9.1	24.5	14.7	3.5	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
25.57533	20	0.1803

	SYMMETRIC
LAMBDA	0.05348

	VALUE
CONTINGENCY COEFFICIENT	0.38951
PEARSON'S R	-0.01966
GAMMA	0.01044

MIN E.F.	CELLS WITH E.F. < 5
0.070	18 of 30 (60.0%)

WITH V 20 DEPENDENT	WITH V 1 DEPENDENT	SIGNIFICANCE
0.02381	0.07767	0.4079

CHART 22

V 47 Geographic Zone of Library within Ohio
BY V 20 Type of Geographic Search Needed to Fill ILL Photocopy Requests
V 20 NUMBER OF MISSING OBSERVATIONS= 8

V 47	Local Search 1	In-state Search 2	Regional Search 3	National Search 4	Do Not Know 7	ROW TOTAL
Northeast Ohio	22	12	7	1		42
	52.4	28.6	16.7	2.4		29.2
	37.3	26.7	21.9	16.7		
	15.3	8.3	4.9	.7		
Northwest Ohio	4	11	6			21
	19.0	52.4	28.6			14.6
	6.8	24.4	18.8			
	2.8	7.6	4.2			
Southwest Ohio	16	10	9	1		36
	44.4	27.8	25.0	2.8		25.0
	27.1	22.2	28.1	16.7		
	11.1	6.9	6.3	.7		
Southeast Ohio/ Columubus, Ohio Area	17	12	10	4	2	45
	37.8	26.7	22.2	8.9	4.4	31.3
	28.8	26.7	31.3	66.7	100.0	
	11.8	8.3	6.9	2.8	1.4	
COLUMN TOTAL	59	45	32	6	2	144
	41.0	31.3	22.2	4.2	1.4	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
16.81511	12	0.1567	0.292	9 of 20 (45.0%)

	SYMMETRIC	WITH V 47 DEPENDENT	WITH V 20 DEPENDENT
LAMBDA	0.06522	0.05051	0.08235

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.32336	
PEARSON'S R	0.18057	0.0152
GAMMA	0.16352	

V 19 Type of Library Which is the Greatest Supplier of ILL Photocopies

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Academic,Private	1	15	9.9	10.2	10.2
Academic,Public	2	80	52.6	54.4	64.6
Medical	3	19	12.5	12.9	77.6
Public	4	16	10.5	10.9	88.4
Special	5	9	5.9	6.1	94.6
Other	6	6	3.9	4.1	98.6
Do Not Know	7	2	1.3	1.4	100.0
Not Applicable	8	1	.7	MISSING	
Not Ascertained	9	4	2.6	MISSING	
	TOTAL	152	100.0	100.0	

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CHART 23

CHART 24

V 19 Type of Library Which is the Greatest Supplier of ILL Photocopies
BY V 1 Type of Library

V 1 NUMBER OF MISSING OBSERVATIONS= 6

V 19	COUNT / ROW PCT / COL PCT / TOT PCT	1 Academic ,Private	2 Academic ,Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
1		12			2	1		15
Academic ,Private		80.0			13.3	6.7		10.3
		30.8			5.4	4.3		
		8.2			1.4	.7		
2		24	24		16	12	4	80
Academic ,Public		30.0	30.0		20.0	15.0	5.0	54.8
		61.5	85.7		43.2	52.2	80.0	
		16.4	16.4		11.0	8.2	2.7	
3		2	1	14			1	18
Medical		11.1	5.6	77.8			5.6	12.3
		5.1	3.6	100.0			20.0	
		1.4	.7	9.6			.7	
4					16			16
Public					100.0			11.0
					43.2			
					11.0			
5			2		1	6		9
Special			22.2		11.1	66.7		6.2
			7.1		2.7	26.1		
			1.4		.7	4.1		
6		1			2	3		6
Other		16.7			33.3	50.0		4.1
		2.6			5.4	13.0		
		.7			1.4	2.1		
7			1			1		2
Do Not Know			50.0			50.0		1.4
			3.6			4.3		
			.7			.7		
COLUMN TOTAL		39	28	14	37	23	5	146
		26.7	19.2	9.6	25.3	15.8	3.4	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F.< 5
211.94279	30	0.0000	0.068	37 of 42 (88.1%)

	SYMMETRIC	WITH V19 DEPENDENT	WITH V1 DEPENDENT
LAMBDA	0.29480	0.21212	0.34579

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.76949	
PEARSON'S R	0.38394	0.0000
GAMMA	0.48568	

CHART 25

V 48 Total ILL Activity Level: First to Fourth Level Activity
BY V 1 Type of Library
V 1 NUMBER OF MISSING OBSERVATIONS= 22

COUNT / ROW PCT / COL PCT / TOT PCT	1 Academic ,Private	2 Academic ,Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
V 48 1.00 First Level Activity	9	10		4	8	2	33
	27.3	30.3		12.1	24.2	6.1	25.4
	25.0	33.3		14.3	38.1	100.0	
	6.9	7.7		3.1	6.2	1.5	
2.00 Second Level Activity	9	10	1	5	8		33
	27.3	30.3	3.0	15.2	24.2		25.4
	25.0	33.3	7.7	17.9	38.1		
	6.9	7.7	.8	3.8	6.2		
3.00 Third Level Activity	12	1	4	12	4		33
	36.4	3.0	12.1	36.4	12.1		25.4
	33.3	3.3	30.8	42.9	19.0		
	9.2	.8	3.1	9.2	3.1		
4.00 Fourth Level Activity	6	9	8	7	1		31
	19.4	29.0	25.8	22.6	3.2		23.8
	16.7	30.0	61.5	25.0	4.8		
	4.6	6.9	6.2	5.4	.8		
COLUMN TOTAL	36	30	13	28	21	2	130
	27.7	23.1	10.0	21.5	16.2	1.5	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
39.64991	15	0.0005

MIN E.F.	CELLS WITH E.F. < 5
0.477	8 of 24 (33.3%)

	SYMMETRIC	WITH V 48 DEPENDENT	WITH V 1 DEPENDENT
LAMBDA	0.12565	0.19588	0.05319

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.48344	
PEARSON'S R	-0.06668	0.2255
GAMMA	-0.06945	

CHART 26

V 49 Photocopy Orders Sent Activity Level: First to Fourth Level Activity
BY V 1 Type of Library
V 1 NUMBER OF MISSING OBSERVATIONS= 36

V 49	1 Academic Private	2 Academic Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
1.00 First Level Activity	6	5		13	5		29
	20.7	17.2		44.8	17.2		25.0
	20.0	17.2		52.0	23.8		
	5.2	4.3		11.2	4.3		
2.00 Second Level Activity	10	6		5	7	1	29
	34.5	20.7		17.2	24.1	3.4	25.0
	33.3	20.7		20.0	33.3	100.0	
	8.6	5.2		4.3	6.0	.9	
3.00 Third Level Activity	7	10	1	6	5		29
	24.1	34.5	3.4	20.7	17.2		25.0
	23.3	34.5	10.0	24.0	23.8		
	6.0	8.6	.9	5.2	4.3		
4.00 Fourth Level Activity	7	8	9	1	4		29
	24.1	27.6	31.0	3.4	13.8		25.0
	23.3	27.6	90.0	4.0	19.0		
	6.0	6.9	7.8	.9	3.4		
COLUMN TOTAL	30 25.9	29 25.0	10 8.6	25 21.6	21 18.1	1 .9	116 100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
41.89924	15	0.0002

MIN E.F.	CELLS WITH E.F. < 5
0.250	8 of 24 (33.3%)

SYMMETRIC	WITH V 49 DEPENDENT
0.19075	0.24138

	VALUE	SIGNIFICANCE
LAMBDA		
CONTINGENCY COEFFICIENT	0.51513	
PEARSON'S R	-0.15592	0.0473
GAMMA	-0.12636	

CHART 27

V 50 Photocopy Orders Received Activity Level: First to Fourth Level Activity
BY V 1 Type of Library
V 1

NUMBER OF MISSING OBSERVATIONS= 35

V 50	Academic Private (1)	Academic Public (2)	Medical (3)	Public (4)	Special (5)	Other (6)	ROW TOTAL
1.00 First Level Activity	6	6		12	5		29
	20.7	20.7		41.4	17.2		24.8
	18.8	21.4		42.9	26.3		
	5.1	5.1		10.3	4.3		
2.00 Second Level Activity	6	7		11	5	1	30
	20.0	23.3		36.7	16.7	3.3	25.6
	18.8	25.0		39.3	26.3	100.0	
	5.1	6.0		9.4	4.3	.9	
3.00 Third Level Activity	15	6		3	5		29
	51.7	20.7		10.3	17.2		24.8
	46.9	21.4		10.7	26.3		
	12.8	5.1		2.6	4.3		
4.00 Fourth Level Activity	5	9	9	2	4		29
	17.2	31.0	31.0	6.9	13.8		24.8
	15.6	32.1	100.0	7.1	21.1		
	4.3	7.7	7.7	1.7	3.4		
COLUMN TOTAL	32	28	9	28	19	1	117
	27.4	23.9	7.7	23.9	16.2	.9	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
51.14819	15	0.0000

MIN E.F.	CELLS WITH E.F. < 5
0.248	12 of 24 (50.0%)

LAMBDA	SYMMETRIC	WITH V_{50} DEPENDENT	WITH V 1 DEPENDENT
	0.20930	0.24138	0.17647

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.55153	
PEARSON'S R	-0.17142	0.0323
GAMMA	-0.14843	

V 25 Proportion of Photocopies Sent to Photocopies Received

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Send Many More	1	26	17.1	17.6	17.6
Send More	2	16	10.5	10.8	28.4
Send About as Many	3	28	18.4	18.9	47.3
Send Fewer	4	28	18.4	18.9	66.2
Send Far Fewer	5	50	32.9	33.8	100.0
Not Ascertained	9	4	2.6	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 148 MISSING CASES 4

CHART 28

V 15 Library Regularly Orders Photocopies: "Yes," or "No"

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	131	86.2	86.2	86.2
No	2	21	13.8	13.8	100.0
	TOTAL	152	100.0	100.0	

VALID CASES 152 MISSING CASES 0

CHART 29

V 15 Library Regularly Orders Photocopies: "Yes," or "No"
BY V 1 Type of Library
V 1 NUMBER OF MISSING OBSERVATIONS= 1

V 15	COUNT / ROW PCT / COL PCT / TOT PCT	1 Academic ,Private	2 Academic ,Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
1 Yes		37	26	14	29	21	3	130
		28.5	20.0	10.8	22.3	16.2	2.3	86.1
		92.5	86.7	100.0	78.4	84.0	60.0	
		24.5	17.2	9.3	19.2	13.9	2.0	
2 No		3	4		8	4	2	21
		14.3	19.0		38.1	19.0	9.5	13.9
		7.5	13.3		21.6	16.0	40.0	
		2.0	2.6		5.3	2.6	1.3	
COLUMN TOTAL		40	30	14	37	25	5	151
		26.5	19.9	9.3	24.5	16.6	3.3	100.0

CHART 30

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
8.41493	5	0.1348	0.695	5 of 12 (41.7%)

	SYMMETRIC	WITH V 15 DEPENDENT	WITH V 1 DEPENDENT
LAMBDA	0.03788	0.00000	0.04505

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.22975	
PEARSON'S R	0.15998	0.0249
GAMMA	0.31509	

V 17 Most Important Criterion in Ordering ILL Photocopies: Convenience, Cost, or Speed

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Convenience	1	33	21.7	23.2	23.2
Cost	2	61	40.1	43.0	66.2
Speed	3	48	31.6	33.8	100.0
Not Applicable	8	1	.7	MISSING	
Not Ascertained	9	9	5.9	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 142 MISSING 10

CHART 32

V 17 Most Important Criterion in Ordering ILL Photocopies: Convenience, Cost, or Speed
BY V 1 Type of Library

NUMBER OF MISSING OBSERVATIONS= 11

V 17	V 1	1 'Academic,Private'	2 'Academic,Public'	3 'Medical'	4 'Public'	5 'Special'	6 'Other'	ROW TOTAL
1 Convenience	COUNT	4	8	3	11	5	1	32
	ROW PCT	12.5	25.0	9.4	34.4	15.6	3.1	22.7
	COL PCT	10.0	30.8	23.1	31.4	21.7	25.0	
	TOT PCT	2.8	5.7	2.1	7.8	3.5	.7	
2 Cost	COUNT	26	9	4	17	4	1	61
	ROW PCT	42.6	14.8	6.6	27.9	6.6	1.6	43.3
	COL PCT	65.0	34.6	30.8	48.6	17.4	25.0	
	TOT PCT	18.4	6.4	2.8	12.1	2.8	.7	
3 Speed	COUNT	10	9	6	7	14	2	48
	ROW PCT	20.8	18.8	12.5	14.6	29.2	4.2	34.0
	COL PCT	25.0	34.6	46.2	20.0	60.9	50.0	
	TOT PCT	7.1	6.4	4.3	5.0	9.9	1.4	
COLUMN TOTAL		40	26	13	35	23	4	141
		28.4	18.4	9.2	24.8	16.3	2.8	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F.<5
22.87755	10	0.0112	0.908	5 of 18 (27.8%)

	WITH V 1 DEPENDENT	WITH V 17 DEPENDENT	SYMMETRIC
LAMBDA	0.10891	0.16250	0.13260

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.37363	
PEARSON'S R	0.03320	0.3479
GAMMA	0.05174	

CHART 33

V 50 Photocopy Orders Received Activity Level: First to Fourth Level Activity
BY V 17 MostImportant Criterion in Ordering ILL Photocopies: Convenience,Cost, or Speed

V 17 NUMBER OF MISSING OBSERVATIONS = 43

V 50	Convenience (1)	Cost (2)	Speed (3)	ROW TOTAL
1.00 First Level Activity	7	11	6	24
	29.2	45.8	25.0	22.0
	30.4	25.0	14.3	
	6.4	10.1	5.5	
2.00 Second Level Activity	7	11	11	29
	24.1	37.9	37.9	26.6
	30.4	25.0	26.2	
	6.4	10.1	10.1	
3.00 Third Level Activity	4	12	13	29
	13.8	41.4	44.8	26.6
	17.4	27.3	31.0	
	3.7	11.0	11.9	
4.00 Fourth Level Activity	5	10	12	27
	18.5	37.0	44.4	24.8
	21.7	22.7	28.6	
	4.6	9.2	11.0	
COLUMN TOTAL	23	44	42	109
	21.1	40.4	38.5	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
3.67432	6	0.7207	5.064	NONE

	SYMMETRIC	WITH V50 DEPENDENT	WITH V17 DEPENDENT
LAMBDA	0.04138	0.03750	0.04615

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.18058	
PEARSON'S R	0.15371	0.0552
GAMMA	0.19097	

V 21 How Often Is the ILL Photocopy Cost Known at the Time of Ordering

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
All of the Time	1	14	9.2	9.5	9.5
Most of the Time	2	72	47.4	48.6	58.1
Some of the Time	3	28	18.4	18.9	77.0
Infrequently	4	22	14.5	14.9	91.9
Not at All	5	12	7.9	8.1	100.0
Not Applicable	8	1	.7	MISSING	
Not Ascertained	9	3	2.0	MISSING	
	TOTAL	152	100.0	100.0	

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CHART 34

CHART 35

V 21 How Often Is the ILL Photocopy Cost Known at the Time of Ordering
BY V 1 Type of Library
V 1 NUMBER OF MISSING OBSERVATIONS= 5

V 21	Academic ,Private (1)	Academic ,Public (2)	Medical (3)	Public (4)	Special (5)	Other (6)	ROW TOTAL
1 All of the Time	2	1	6	2	2		13
	15.4	7.7	46.2	15.4	15.4		8.8
	6.9	7.1	16.7	8.7	40.0		
	1.4	.7	4.1	1.4	1.4		
2 Most of the Time	20	19	13	13	7		72
	27.8	26.4	18.1	18.1	9.7		49.0
	50.0	65.5	92.9	36.1	30.4		
	13.6	12.9	8.8	8.8	4.8		
3 Some of the Time	11	3		6	6	2	28
	39.3	10.7		21.4	21.4	7.1	19.0
	27.5	10.3		16.7	26.1	40.0	
	7.5	2.0		4.1	4.1	1.4	
4 Infrequently	6	4		4	7	1	22
	27.3	18.2		18.2	31.8	4.5	15.0
	15.0	13.8		11.1	30.4	20.0	
	4.1	2.7		2.7	4.8	.7	
5 Not at All	3	1		7	1		12
	25.0	8.3		58.3	8.3		8.2
	7.5	3.4		19.4	4.3		
	2.0	.7		4.8	.7		
COLUMN TOTAL	40	29	14	36	23	5	147
	27.2	19.7	9.5	24.5	15.6	3.4	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
45.90386	20	0.0008

	SYMMETRIC
LAMBDA	0.07143

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.48781	
PEARSON'S R	0.03477	0.3379
GAMMA	0.00285	

MIN E.F. 0.408

CELLS WITH E.F. < 5
20 of 30 (66.7%)

WITH V 21 DEPENDENT 0.02667

WITH V 1 DEPENDENT 0.10280

CHART 36

V 50 Photocopy Orders Received Activity Level: First to Fourth Level Activity
BY V 21 How Often Is the ILL Photocopy Cost Known at the Time of Ordering
V 21 NUMBER OF MISSING OBSERVATIONS= 39

V 50	All of the time 1	Most of the time 2	Some of the time 3	Infre-quently 4	Not at all 5	ROW TOTAL
1.00 First Level Activity	2	11	5	4	4	26
	7.7	42.3	19.2	15.4	15.4	23.0
	28.6	19.0	29.4	19.0	40.0	
	1.8	9.7	4.4	3.5	3.5	
2.00 Second Level Activity	1	10	5	10	4	30
	3.3	33.3	16.7	33.3	13.3	26.5
	14.3	17.2	29.4	47.6	40.0	
	.9	8.8	4.4	8.8	3.5	
3.00 Third Level Activity	1	13	7	5	2	28
	3.6	46.4	25.0	17.9	7.1	24.8
	14.3	22.4	41.2	23.8	20.0	
	.9	11.5	6.2	4.4	1.8	
4.00 Fourth Level Activity	3	24		2		29
	10.3	82.8		6.9		25.7
	42.9	41.4		9.5		
	2.7	21.2		1.8		
COLUMN TOTAL	7	58	17	21	10	113
	6.2	51.3	15.0	18.6	8.8	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
26.57751	12	0.0089

MIN E.F.	CELLS WITH E.F. < 5
1.611	13 of 20 (65.0%)

	WITH V 50	WITH V 21
SYMMETRIC	0.13043	
DEPENDENT	0.21687	0.00000
LAMBDA		

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.43636	
PEARSON'S R	-0.30755	0.0005
GAMMA	-0.37322	

V 23 Total Photocopy Costs Passed on to Patrons: "Yes," or "No"

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	82	53.9	56.9	56.9
No	2	62	40.8	43.1	100.0
Not Applicable	8	1	.7	MISSING	
Not Ascertained	9	7	4.6	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 144 MISSING 8

CHART 37

CHART 38

V 23 Total Photocopy Costs Passed on to Patrons: "Yes," or "No"
BY V 1 Type of Library
V 1 NUMBER OF MISSING OBSERVATIONS= 9

V 23	Academic ,Private 1	Academic ,Public 2	Medical 3	Public 4	Special 5	Other 6	ROW TOTAL
1 Yes	24	17	2	28	8	3	82
	29.3	20.7	2.4	34.1	9.8	3.7	57.3
	61.5	58.6	14.3	80.0	38.1	60.0	
	16.8	11.9	1.4	19.6	5.6	2.1	
2 No	15	12	12	7	13	2	61
	24.6	19.7	19.7	11.5	21.3	3.3	42.7
	38.5	41.4	85.7	20.0	61.9	40.0	
	10.5	8.4	8.4	4.9	9.1	1.4	
COLUMN TOTAL	39	29	14	35	21	5	143
	27.3	20.3	9.8	24.5	14.7	3.5	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
21.45102	5	0.0007	2.133	2 of 12 (16.7%)

	SYMMETRIC	WITH V 23 DEPENDENT	WITH V 1 DEPENDENT
LAMBDA	0.11515	0.24590	0.03846

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.36117	
PEARSON'S R	0.03083	0.3574
GAMMA	0.05258	

CHART 39

V 50 Photocopy Orders Received Activity Level: First to Fourth Level Activity
BY V 23 Total Photocopy Costs Passed on to Patrons: "Yes," or "No"

NUMBER OF MISSING OBSERVATIONS= 42

V 50 \ V 23	Yes (1)	No (2)	ROW TOTAL
1.00 First Level Activity	21	2	23
	91.3	8.7	20.9
	33.3	4.3	
	19.1	1.8	
2.00 Second Level Activity	22	8	30
	73.3	26.7	27.3
	34.9	17.0	
	20.0	7.3	
3.00 Third Level Activity	11	18	29
	37.9	62.1	26.4
	17.5	38.3	
	10.0	16.4	
4.00 Fourth Level Activity	9	19	28
	32.1	67.9	25.5
	14.3	40.4	
	8.2	17.3	
COLUMN TOTAL	63	47	110
	57.3	42.7	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
25.70667	3	0.0000

	SYMMETRIC
LAMBDA	0.22047

	VALUE
CONTINGENCY COEFFICIENT	0.43523
PEARSON'S R	0.46673
GAMMA	0.65796

CELLS WITH E.F.<5

MIN E.F.	WITH V 23 DEPENDENT	SIGNIFICANCE
9.827	NONE	
WITH V 50 DEPENDENT	0.36170	0.0000
0.13750		

V 22 How Much Concerned about Photocopy Costs

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Extremely Concerned	1	12	7.9	8.1	8.1
Very Concerned	2	37	24.3	25.0	33.1
Concerned	3	66	43.4	44.6	77.7
A Little Concerned	4	20	13.2	13.5	91.2
Not at All Concerned	5	13	8.6	8.8	100.0
Not Applicable	8	1	.7	MISSING	
Not Ascertained	9	3	2.0	MISSING	
	TOTAL	152	100.0	100.0	

CHART 40

VALID CASES 148 MISSING CASES 4

CHART 41

V 22 How Much Concerned about Photocopy Costs
BY V 1 Type of Library
V 1 NUMBER OF MISSING OBSERVATIONS= 5

V 22 / COUNT / ROW PCT / COL PCT / TOT PCT	1 Academic ,Private	2 Academic ,Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
1 Extremely Concerned	7	3		1		1	12
	58.3	25.0		8.3		8.3	8.2
	17.5	10.3		2.8		20.0	
	4.8	2.0		.7		.7	
2 Very Concerned	10	9	6	9	3		37
	27.0	24.3	16.2	24.3	8.1		25.2
	25.0	31.0	42.9	25.0	13.0		
	6.8	6.1	4.1	6.1	2.0		
3 Concerned	16	14	7	15	10	3	65
	24.6	21.5	10.8	23.1	15.4	4.6	44.2
	40.0	48.3	50.0	41.7	43.5	60.0	
	10.9	9.5	4.8	10.2	6.8	2.0	
4 A Little Concerned	4	3	1	5	6	1	20
	20.0	15.0	5.0	25.0	30.0	5.0	13.6
	10.0	10.3	7.1	13.9	26.1	20.0	
	2.7	2.0	.7	3.4	4.1	.7	
5 Not at All Concerned	3			6	4		13
	23.1			46.2	30.8		8.8
	7.5			16.7	17.4		
	2.0			4.1	2.7		
COLUMN TOTAL	40	29	14	36	23	5	147
	27.2	19.7	9.5	24.5	15.6	3.4	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
27.59262	20	0.1194

	SYMMETRIC
LAMBDA	0.02646

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.39754	
PEARSON'S R	0.26919	0.0005
GAMMA	0.29410	

MIN E.F. 0.408

CELLS WITH E.F. < 5
20 of 30 (66.7%)

WITH V 1 DEPENDENT 0.04673

WITH V 22 DEPENDENT 0.00000

CHART 42

V 50 Photocopy Orders Received Activity Level: First to Fourth Level Activity
BY V 22 How Much Concerned about Photocopy Costs
V22 NUMBER OF MISSING OBSERVATIONS= 39

V50	Extremely Concerned 1	Very Concerned 2	Concerned 3	A Little Concerned 4	Not at All Concerned 5	ROW TOTAL
1.00 First Level Activity	3	7	8	4	4	26
	11.5	26.9	30.8	15.4	15.4	23.0
	33.3	25.9	15.7	28.6	33.3	
	2.7	6.2	7.1	3.5	3.5	
2.00 Second Level Activity	3	4	15	3	4	29
	10.3	13.8	51.7	10.3	13.8	25.7
	33.3	14.8	29.4	21.4	33.3	
	2.7	3.5	13.3	2.7	3.5	
3.00 Third Level Activity	2	8	13	3	3	29
	6.9	27.6	44.8	10.3	10.3	25.7
	22.2	29.6	25.5	21.4	25.0	
	1.8	7.1	11.5	2.7	2.7	
4.00 Fourth Level Activity	1	8	15	4	1	29
	3.4	27.6	51.7	13.8	3.4	25.7
	11.1	29.6	29.4	28.6	8.3	
	.9	7.1	13.3	3.5	.9	
COLUMN TOTAL	9	27	51	14	12	113
	8.0	23.9	45.1	12.4	10.6	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
7.49146	12	0.8235

	SYMMETRIC
LAMBDA	0.03425

MIN E.F. 2.871 WITH V 50
CELLS WITH E.F. < 5: 12 of 20 (60.0%) WITH V 22

	DEPENDENT
	0.05952

DEPENDENT	
	0.00000

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.24935	
PEARSON'S R	-0.04744	0.3089
GAMMA	-0.04376	

CHART 43

V 23 Total Photocopy Costs Passed on to Patrons: "Yes," or "No"
BY V 22 How Much Concerned About Photocopy Costs
V 22 NUMBER OF MISSING OBSERVATIONS= 9

COUNT / ROW PCT / COL PCT / TOT PCT	1 Extreme Concern	2 Very Concerned	3 Concerned	4 A Little Concern	5 Not At All Concerned	ROW TOTAL
V 23						
1 Yes	7	26	33	10	5	81
	8.6	32.1	40.7	12.3	6.2	56.6
	58.3	70.3	52.4	52.6	41.7	
	4.9	18.2	23.1	7.0	3.5	
2 No	5	11	30	9	7	62
	8.1	17.7	48.4	14.5	11.3	43.4
	41.7	29.7	47.6	47.4	58.3	
	3.5	7.7	21.0	6.3	4.9	
COLUMN TOTAL	12	37	63	19	12	143
	8.4	25.9	44.1	13.3	8.4	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
4.49817	4	0.3428	5.203	NONE

	SYMMETRIC	WITH V23 DEPENDENT	WITH V22 DEPENDENT
LAMBDA	0.01408	0.03226	0.00000

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.17463	
PEARSON'S R	0.13520	0.0537
GAMMA	0.22309	

CHART 44

V 24 Library Regularly Supplies Photocopies

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	129	84.9	85.4	85.4
No	2	22	14.5	14.6	100.0
Not Ascertained	9	1	.7	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 151 MISSING CASES 1

CHART 45

V 24 Library Regularly Supplies Photocopies
BY V 1 Type of Library
V 1

NUMBER OF MISSING OBSERVATIONS= 2

V 24	COUNT / ROW PCT / COL PCT / TOT PCT	1 Academic, Private	2 Academic, Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
1 Yes		37	28	14	26	20	3	128
		28.9	21.9	10.9	20.3	15.6	2.3	85.3
		92.5	93.3	100.0	72.2	80.0	60.0	
		24.7	18.7	9.3	17.3	13.3	2.0	
2 No		3	2		10	5	2	22
		13.6	9.1		45.5	22.7	9.1	14.7
		7.5	6.7		27.8	20.0	40.0	
		2.0	1.3		6.7	3.3	1.3	
COLUMN TOTAL		40	30	14	36	25	5	150
		26.7	20.0	9.3	24.0	16.7	3.3	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
13.65856	5	0.0179	0.733	5 of 12 (41.7%)

	SYMMETRIC	WITH V24 DEPENDENT	WITH V1 DEPENDENT
LAMBDA	0.05303	0.00000	0.06364

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.28889	
PEARSON'S R	0.23167	0.0022
GAMMA	0.43583	

V 26 Regular Charge for a Ten Exposure ILL Photocopy Request (Supplying Library Charge)

CHART 46

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
	No Charge	39	25.7	27.9	27.9
	$1.00	22	14.5	15.7	43.6
	$1.35	1	.7	.7	44.3
	$1.37	3	2.0	2.1	46.4
	$1.50	8	5.3	5.7	52.1
	$1.60	1	.7	.7	52.9
	$1.87	1	.7	.7	53.6
	$1.90	1	.7	.7	54.3
	$2.00	10	6.6	7.1	61.4
	$2.10	1	.7	.7	62.1
	$2.24	1	.7	.7	62.9
	$2.50	9	5.9	6.4	69.3
	$2.52	1	.7	.7	70.0
	$3.00	10	6.6	7.1	77.1
	$3.38	1	.7	.7	77.9
	$3.50	4	2.6	2.9	80.7
	$4.00	8	5.3	5.7	86.4
	$4.25	1	.7	.7	87.1
	$4.50	2	1.3	1.4	88.6
	$4.54	1	.7	.7	89.3
	$5.00	6	3.9	4.3	93.6
	$5.50	1	.7	.7	94.3
	$6.00	6	3.9	4.3	98.6
	$15.00	2	1.3	1.4	100.0
		12	7.9	MISSING	
VALID CASES 140 MISSING CASES 12	TOTAL	152	100.0	100.0	

MEAN	209.186	MINIMUM	0.0	MEDIAN	150.000
MODE	0.0	MAXIMUM	1500.000		

PERCENTILE	VALUE	PERCENTILE	VALUE	PERCENTILE	VALUE
25.00	0.0	50.00	150.000	75.00	300.000

V 29 How Often the ILL Photocopy Fee Structure Is Revised

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
More Than Once a Year	1	1	.7	.7	.7
Once a Year	2	6	3.9	4.1	4.8
Less Than Once a Year	3	82	53.9	56.6	61.4
Do Not Know	7	15	9.9	10.3	71.7
Not Applicable: Photocopies Are Sent Free	8	41	27.0	28.3	100.0
Not Ascertained	9	7	4.6	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 145 MISSING CASES 7

CHART 47

V 28 In-house Cost Study Performed

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	19	12.5	12.9	12.9
No	2	128	84.2	87.1	100.0
Not Ascertained	9	5	3.3	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 147 MISSING CASES 5

CHART 48

CHART 49

V 28 In-house Cost Study Performed: "Yes," or "No"
BY V 1 Type of Library
V 1 NUMBER OF MISSING OBSERVATIONS= 6

V 28	V 1	Academic ,Private 1	Academic ,Public 2	Medical 3	Public 4	Special 5	Other 6	ROW TOTAL
Yes	1	3	3	5	2	5		18
		16.7	16.7	27.8	11.1	27.8		12.3
		7.7	10.0	35.7	5.7	21.7		
		2.1	2.1	3.4	1.4	3.4		
No	2	36	27	9	33	18	5	128
		28.1	21.1	7.0	25.8	14.1	3.9	87.7
		92.3	90.0	64.3	94.3	78.3	100.0	
		24.7	18.5	6.2	22.6	12.3	3.4	
COLUMN TOTAL		39	30	14	35	23	5	146
		26.7	20.5	9.6	24.0	15.8	3.4	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
12.01382	5	0.0346	0.616	7 of 12 (58.3%)

	SYMMETRIC	WITH V 28 DEPENDENT	WITH V 1 DEPENDENT
LAMBDA	0.01600	0.00000	0.01869

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.27574	
PEARSON'S R	-0.05968	0.2371
GAMMA	-0.14107	

CHART 50

V 27 Perception of Own ILL Photocopy Fee Compared to Other Libraries

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
More Expensive	2	2	1.3	1.4	1.4
About the Same	3	35	23.0	24.1	25.5
Less Expensive	4	48	31.6	33.1	58.6
Far Less Expensive	5	19	12.5	13.1	71.7
Do Not Know	7	8	5.3	5.5	77.2
Not Applicable: Photocopies Are Sent Free	8	33	21.7	22.8	100.0
Not Ascertained	9	7	4.6	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 145 MISSING CASES 7

V 45 Personal Involvement or Influence regarding ILL Photocopy Fees

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Heavy Involvement or Major Influence	1	62	40.8	43.7	43.7
Much Involvement or Much Influence	2	31	20.4	21.8	65.5
Involved or Have Influence	3	32	21.1	22.5	88.0
Some Involvement or a Little Influence	4	6	3.9	4.2	92.3
Not Involved or Have No Influence	5	7	4.6	4.9	97.2
Not Applicable (Respondents Answer)	8	4	2.6	2.8	100.0
Not Ascertained	9	10	6.6	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 142 MISSING CASES 10

CHART 51

V 35 Same Type of Library-- Free Photocopies: "Yes," "No," or "Maybe"

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	66	43.4	46.5	46.5
No	2	36	23.7	25.4	71.8
Maybe	3	40	26.3	28.2	100.0
Not Ascertained	9	10	6.6	MISSING	
	TOTAL	152	100.0	100.0	

VALID CASES 142 MISSING CASES 10

CHART 52

CHART 53

V 35 Same Type of Library--Free Photocopies : "Yes,"No," or "Maybe"
BY V 1 Type of Library

NUMBER OF MISSING OBSERVATIONS= 11

V 35	V 1	1 Academic,Private	2 Academic,Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
1 Yes	COUNT	23	18	6	11	7		65
	ROW PCT	35.4	27.7	9.2	16.9	10.8		46.1
	COL PCT	60.5	60.0	42.9	34.4	31.8		
	TOT PCT	16.3	12.8	4.3	7.8	5.0		
2 No	COUNT	6	2	6	12	6	4	36
	ROW PCT	16.7	5.6	16.7	33.3	16.7	11.1	25.5
	COL PCT	15.8	6.7	42.9	37.5	27.3	80.0	
	TOT PCT	4.3	1.4	4.3	8.5	4.3	2.8	
3 Maybe	COUNT	9	10	2	9	9	1	40
	ROW PCT	22.5	25.0	5.0	22.5	22.5	2.5	28.4
	COL PCT	23.7	33.3	14.3	28.1	40.9	20.0	
	TOT PCT	6.4	7.1	1.4	6.4	6.4	.7	
COLUMN TOTAL		38 27.0	30 21.3	14 9.9	32 22.7	22 15.6	5 3.5	141 100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F.<5
24.98619	10	0.0054	1.277	5 of 18 (27.8%)

	WITH V 1 DEPENDENT	WITH V 35 DEPENDENT	SIGNIFICANCE
SYMMETRIC	0.07821	0.09211	
LAMBDA			
CONTINGENCY COEFFICIENT	VALUE 0.38798		
PEARSON'S R	0.20571		0.0072
GAMMA	0.25564		

WITH V 1 DEPENDENT 0.06796

CHART 54

V 48 Total ILL Activity Level: First to Fourth Level Activity
BY V 35 Same Type of Library--Free Photocopies: "Yes," "No," or "Maybe"
V35 NUMBER OF MISSING OBSERVATIONS = 28

V 48	COUNT / ROW PCT / COL PCT / TOT PCT	Yes 1	No 2	Maybe 3	ROW TOTAL
1.00 First Level Activity		10	8	13	31
		32.3	25.8	41.9	25.0
		16.1	29.6	37.1	
		8.1	6.5	10.5	
2.00 Second Level Activity		18	5	8	31
		58.1	16.1	25.8	25.0
		29.0	18.5	22.9	
		14.5	4.0	6.5	
3.00 Third Level Activity		18	7	5	30
		60.0	23.3	16.7	24.2
		29.0	25.9	14.3	
		14.5	5.6	4.0	
4.00 Fourth Level Activity		16	7	9	32
		50.0	21.9	28.1	25.8
		25.8	25.9	25.7	
		12.9	5.6	7.3	
COLUMN TOTAL		62	27	35	124
		50.0	21.8	28.2	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
7.22248	6	0.3008	6.532	NONE

	SYMMETRIC	VALUE	SIGNIFICANCE
LAMBDA		0.06494	0.07609
CONTINGENCY COEFFICIENT		0.23461	
PEARSON'S R		-0.13613	0.0658
GAMMA		-0.16772	

WITH V 48 DEPENDENT

WITH V 35 DEPENDENT

0.04839

CHART 55

V 25 Proportion of Photocopies Sent to Photocopies Recieved
BY V 35 Same Type of Library--Free Photocopies: "Yes," "No," or "Maybe"

NUMBER OF MISSING OBSERVATIONS= 12

V 25	COUNT / ROW PCT / COL PCT / TOT PCT	V 35 Yes 1	No 2	Maybe 3	ROW TOTAL
1 Send Many More		8	10	8	26
		30.8	38.5	30.8	18.6
		12.1	28.6	20.5	
		5.7	7.1	5.7	
2 Send more		5	6	4	15
		33.3	40.0	26.7	10.7
		7.6	17.1	10.3	
		3.6	4.3	2.9	
3 Send About as Many		14	6	8	28
		50.0	21.4	28.6	20.0
		21.2	17.1	20.5	
		10.0	4.3	5.7	
4 Send Fewer		17	4	5	26
		65.4	15.4	19.2	18.6
		25.8	11.4	12.8	
		12.1	2.9	3.6	
5 Send Far Fewer		22	9	14	45
		48.9	20.0	31.1	32.1
		33.3	25.7	35.9	
		15.7	6.4	10.0	
COLUMN TOTAL		66	35	39	140
		47.1	25.0	27.9	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
9.74468	8	0.2834	3.750	2 of 15 (13.3%)

	WITH V 25 DEPENDENT	WITH V 35 DEPENDENT
SYMMETRIC	0.02367	0.04054
LAMBDA	0.01053	

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.25510	
PEARSON'S R	-0.10013	0.1196
GAMMA	-0.11914	

V 36 Same Type of Library-- Reduced Rate: "Yes," "No," or "Maybe"

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	45	29.6	32.8	32.8
No	2	36	23.7	26.3	59.1
Maybe	3	56	36.8	40.9	100.0
Not Ascertained	9	15	9.9	MISSING	
	TOTAL	152	100.0	100.0	

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CHART 56

CHART 57

V 36 Same Type of Library--Reduced Rate: "Yes," "No," or "Maybe"
BY V 1 Type of Library

NUMBER OF MISSING OBSERVATIONS= 16

V36	V 1	1 Academic, Private	2 Academic, Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
1 Yes	COUNT	20	7	4	6	7		44
	ROW PCT	45.5	15.9	9.1	13.6	15.9		32.4
	COL PCT	57.1	23.3	28.6	20.7	30.4		
	TOT PCT	14.7	5.1	2.9	4.4	5.1		
2 No	COUNT	2	9	6	8	6	5	36
	ROW PCT	5.6	25.0	16.7	22.2	16.7	13.9	26.5
	COL PCT	5.7	30.0	42.9	27.6	26.1	100.0	
	TOT PCT	1.5	6.6	4.4	5.9	4.4	3.7	
3 Maybe	COUNT	13	14	4	15	10		56
	ROW PCT	23.2	25.0	7.1	26.8	17.9		41.2
	COL PCT	37.1	46.7	28.6	51.7	43.5		
	TOT PCT	9.6	10.3	2.9	11.0	7.4		
COLUMN TOTAL		35	30	14	29	23	5	136
		25.7	22.1	10.3	21.3	16.9	3.7	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F.<5
31.58281	10	0.0005	1.324	5 of 18 (27.8%)

	WITH V 1 DEPENDENT	WITH V 36 DEPENDENT	SIGNIFICANCE
	0.08911	0.17500	0.0725

	SYMMETRIC VALUE
LAMBDA	0.12707
CONTINGENCY COEFFICIENT	0.43412
PEARSON'S R	0.12564
GAMMA	0.14263

CHART 58

V 48 Total ILL Activity Level: First to Fourth Level Activity
BY V 36 Same Type of Library--Reduced Rate: "Yes," "No," or "Maybe"

V 36 NUMBER OF MISSING OBSERVATIONS = 32

V 48	COUNT / ROW PCT / COL PCT / TOT PCT	Yes 1	No 2	Maybe 3	ROW TOTAL
1.00 First Level Activity		8	6	16	30
		26.7	20.0	53.3	25.0
		18.6	20.7	33.3	
		6.7	5.0	13.3	
2.00 Second Level Activity		12	7	12	31
		38.7	22.6	38.7	25.8
		27.9	24.1	25.0	
		10.0	5.8	10.0	
3.00 Third Level Activity		11	6	11	28
		39.3	21.4	39.3	23.3
		25.6	20.7	22.9	
		9.2	5.0	9.2	
4.00 Fourth Level Activity		12	10	9	31
		38.7	32.3	29.0	25.8
		27.9	34.5	18.8	
		10.0	8.3	7.5	
COLUMN TOTAL		43	29	48	120
		35.8	24.2	40.0	100.0

CELLS WITH E.F. < 5: NONE

MIN E.F. 6.767

CHI-SQUARE	D.F.	SIGNIFICANCE
4.39632	6	0.6232

	SYMMETRIC
LAMBDA WITH V 48 DEPENDENT	0.06211
LAMBDA WITH V 36 DEPENDENT	0.07865
UNCERTAINTY COEFFICIENT	0.04167

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.18799	
PEARSON'S R	-0.14046	0.0630
GAMMA	-0.17306	

CHART 59

V 25 Proportion of Photocopies Sent to Photocopies Received
BY V 36 Same Type of Library--Reduced Rate: "Yes," "No," or "Maybe"

NUMBER OF MISSING OBSERVATIONS= 17

V 25	V 36 Yes (1)	No (2)	Maybe (3)	ROW TOTAL
1 Send Many More	6	10	9	25
	24.0	40.0	36.0	18.5
	13.3	28.6	16.4	
	4.4	7.4	6.7	
2 Send more	5	5	3	13
	38.5	38.5	23.1	9.6
	11.1	14.3	5.5	
	3.7	3.7	2.2	
3 Send About as Many	9	7	12	28
	32.1	25.0	42.9	20.7
	20.0	20.0	21.8	
	6.7	5.2	8.9	
4 Send Fewer	11	3	12	26
	42.3	11.5	46.2	19.3
	24.4	8.6	21.8	
	8.1	2.2	8.9	
5 Send Far Fewer	14	10	19	43
	32.6	23.3	44.2	31.9
	31.1	28.6	34.5	
	10.4	7.4	14.1	
COLUMN TOTAL	45	35	55	135
	33.3	25.9	40.7	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
7.78175	8	0.4551	3.370	2 of 15 (13.3%)

	WITH V DEPENDENT
SYMMETRIC	0.01744
LAMBDA	0.00000
WITH V DEPENDENT	0.03750

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.23345	
PEARSON'S R	0.01976	0.4100
GAMMA	0.03130	

V 37 Academic Libraries-- Free Photocopies: "Yes," "No," or "Maybe"

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	35	23.0	54.7	54.7
No	2	12	7.9	18.8	73.4
Maybe	3	17	11.2	26.6	100.0
Not Applicable	8	79	52.0	MISSING	
Not Ascertained	9	9	5.9	MISSING	
	TOTAL	152	100.0	100.0	

CHART 60

VALID CASES 64 MISSING CASES 88

CHART 61

V 37 Academic Libraries--Free Photocopies: "Yes," "No," or "Maybe"
BY V 1 Type of Library

V 1 NUMBER OF MISSING OBSERVATIONS= 88

V 37	Academic Private (1)	Academic Public (2)	ROW TOTAL
1 Yes	21	14	35
	60.0	40.0	54.7
	60.0	48.3	
	32.8	21.9	
2 No	7	5	12
	58.3	41.7	18.8
	20.0	17.2	
	10.9	7.8	
3 Maybe	7	10	17
	41.2	58.8	26.6
	20.0	34.5	
	10.9	15.6	
COLUMN TOTAL	35	29	64
	54.7	45.3	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
1.71532	2	0.4242

	SYMMETRIC
LAMBDA	0.05172

MIN E.F. 5.438 CELLS WITH E.F.<5 NONE

	WITH V 37 DEPENDENT	WITH V 1 DEPENDENT
VALUE	0.00000	0.10345
SIGNIFICANCE		
CONTINGENCY COEFFICIENT	0.16156	
PEARSON'S R	0.15233	0.1147
GAMMA	0.25000	

CHART 62

V 48 Total ILL Activity Level: First to Fourth Level Activity
BY V 37 Academic Libraries-- Free Photocopies: "Yes," "No," or "Maybe"
V 37 NUMBER OF MISSING OBSERVATIONS = 92

COUNT / ROW PCT / COL PCT / TOT PCT	Yes 1	No 2	Maybe 3	ROW TOTAL
V 48 1.00 First Level Activity	7	3	7	17
	41.2	17.6	41.2	28.3
	21.2	30.0	41.2	
	11.7	5.0	11.7	
2.00 Second Level Activity	10	3	5	18
	55.6	16.7	27.8	30.0
	30.3	30.0	29.4	
	16.7	5.0	8.3	
3.00 Third Level Activity	10	2	1	13
	76.9	15.4	7.7	21.7
	30.3	20.0	5.9	
	16.7	3.3	1.7	
4.00 Fourth Level Activity	6	2	4	12
	50.0	16.7	33.3	20.0
	18.2	20.0	23.5	
	10.0	3.3	6.7	
COLUMN TOTAL	33	10	17	60
	55.0	16.7	28.3	100.0

CELLS WITH E.F. < 5: 7 of 12 (58.3%)

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	WITH V 48 DEPENDENT	WITH V 37 DEPENDENT
4.85718	6	0.5623	2.000	0.04762	0.00000

	SYMMETRIC	VALUE	SIGNIFICANCE
LAMBDA	0.02899		
CONTINGENCY COEFFICIENT		0.27366	
PEARSON'S R		-0.13423	0.1532
GAMMA		-0.19399	

CHART 63

V 25 Proportion of Photocopies Sent to Photocopies Received
BY V 37 Academic Libraries-- Free Photocopies: "Yes," "No," or "Maybe"

NUMBER OF MISSING OBSERVATIONS= 88

V 25 \ V 37	Yes (1)	No (2)	Maybe (3)	ROW TOTAL
1 Send Many More	4	5	4	13
	30.8	38.5	30.8	20.3
	11.4	41.7	23.5	
	6.3	7.8	6.3	
2 Send more	4	2	1	7
	57.1	28.6	14.3	10.9
	11.4	16.7	5.9	
	6.3	3.1	1.6	
3 Send About as Many	7	3	6	16
	43.8	18.8	37.5	25.0
	20.0	25.0	35.3	
	10.9	4.7	9.4	
4 Send Fewer	8	1	3	12
	66.7	8.3	25.0	18.8
	22.9	8.3	17.6	
	12.5	1.6	4.7	
5 Send Far Fewer	12	1	3	16
	75.0	6.3	18.8	25.0
	34.3	8.3	17.6	
	18.8	1.6	4.7	
COLUMN TOTAL	35	12	17	64
	54.7	18.8	26.6	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
9.90454	8	0.2718

MIN E.F.	CELLS WITH E.F. < 5
1.313	11 of 15 (73.3%)

	WITH V DEPENDENT
SYMMETRIC	0.14583
LAMBDA	0.10390
WITH V DEPENDENT	0.03448

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.36608	
PEARSON'S R	-0.21389	0.0448
GAMMA	-0.29532	

V 38 Academic Libraries-- Reduced Rate: "Yes," "No," or "Maybe"

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	23	15.1	35.4	35.4
No	2	12	7.9	18.5	53.8
Maybe	3	30	19.7	46.2	100.0
Not Applicable	8	79	52.0	MISSING	
Not Ascertained	9	8	5.3	MISSING	
	TOTAL	152	100.0	100.0	

CHART 64

VALID CASES 65 MISSING CASES 87

CHART 65

V38 Academic Libraries-- Reduced Rate: "Yes," "No," or "Maybe"
BY V 1 Type of Library

NUMBER OF MISSING OBSERVATIONS= 87

V 38	V 1	Academic ,Private 1	Academic ,Public 2	ROW TOTAL
Yes	1	17	6	23
		73.9	26.1	35.4
		47.2	20.7	
		26.2	9.2	
No	2	3	9	12
		25.0	75.0	18.5
		8.3	31.0	
		4.6	13.8	
Maybe	3	16	14	30
		53.3	46.7	46.2
		44.4	48.3	
		24.6	21.5	
COLUMN TOTAL		36	29	65
		55.4	44.6	100.0

CELLS WITH E.F. < 5

	NONE
MIN E.F.	5.354

	WITH V 1 DEPENDENT	SIGNIFICANCE
CHI-SQUARE	7.73001	0.0210
D.F.	2	

	WITH V 38 DEPENDENT	VALUE	SIGNIFICANCE
SYMMETRIC			
LAMBDA	0.02857	0.32601	
CONTINGENCY COEFFICIENT		0.16835	
PEARSON'S R		0.25326	0.0900
GAMMA	0.10938		

CHART 66

V 48 Total ILL Activity Level: First to Fourth Level Activity
BY V 38 Academic Libraries-- Reduced Rate: "Yes," "No," or "Maybe"
V 38 NUMBER OF MISSING OBSERVATIONS = 91

V 48	COUNT / ROW PCT / COL PCT / TOT PCT	Yes 1	No 2	Maybe 3	ROW TOTAL
1.00 First Level Activity		4	2	11	17
		23.5	11.8	64.7	27.9
		17.4	18.2	40.7	
		6.6	3.3	18.0	
2.00 Second Level Activity		6	5	7	18
		33.3	27.8	38.9	29.5
		26.1	45.5	25.9	
		9.8	8.2	11.5	
3.00 Third Level Activity		7		6	13
		53.8		46.2	21.3
		30.4		22.2	
		11.5		9.8	
4.00 Fourth Level Activity		6	4	3	13
		46.2	30.8	23.1	21.3
		26.1	36.4	11.1	
		9.8	6.6	4.9	
COLUMN TOTAL		23	11	27	61
		37.7	18.0	44.3	100.0

CELLS WITH E.F. < 5: 6 of 12 (50.0%)

MIN E.F.: 2.344 WITH V48 DEPENDENT; 0.11628 WITH V38 DEPENDENT; SIGNIFICANCE 0.11765

CHI-SQUARE	D.F.	SIGNIFICANCE
10.02499	6	0.1236

	SYMMETRIC VALUE	SIGNIFICANCE
LAMBDA	0.11688	
CONTINGENCY COEFFICIENT	0.37570	
PEARSON'S R	-0.25443	0.0238
GAMMA	-0.31991	

CHART 67

V 25 Proportion of Photocopies Sent to Photocopies Received
BY V 38 Academic Libraries-- Reduced Rate: "Yes," "No," or "Maybe"

NUMBER OF MISSING OBSERVATIONS= 87

V 25	V 38 Yes (1)	No (2)	Maybe (3)	ROW TOTAL
1 Send Many More	3	4	5	12
	25.0	33.3	41.7	18.5
	13.0	33.3	16.7	
	4.6	6.2	7.7	
2 Send more	3	4	1	8
	37.5	50.0	12.5	12.3
	13.0	33.3	3.3	
	4.6	6.2	1.5	
3 Send About as Many	4	2	10	16
	25.0	12.5	62.5	24.6
	17.4	16.7	33.3	
	6.2	3.1	15.4	
4 Send Fewer	6	1	6	13
	46.2	7.7	46.2	20.0
	26.1	8.3	20.0	
	9.2	1.5	9.2	
5 Send Far Fewer	7	1	8	16
	43.8	6.3	50.0	24.6
	30.4	8.3	26.7	
	10.8	1.5	12.3	
COLUMN TOTAL	23	12	30	65
	35.4	18.5	46.2	100.0

CELLS WITH E.F. < 5: 9 of 15 (60.0%)

MIN E.F.: 1.477

CHI-SQUARE	D.F.	SIGNIFICANCE
12.76396	8	0.1202

	WITH V 25 DEPENDENT	WITH V 38 DEPENDENT
SYMMETRIC	0.09524	0.10204
LAMBDA		0.08571

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.40514	
PEARSON'S R	-0.01696	0.4467
GAMMA	-0.00652	

V 39 Similar ILL Activity Level Libraries--Free Photocopies: "Yes," "No," or "Maybe"

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	48	31.6	35.0	35.0
No	2	35	23.0	25.5	60.6
Maybe	3	54	35.5	39.4	100.0
Not Ascertained	9	15	9.9	MISSING	
	TOTAL	152	100.0	100.0	

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CHART 68

CHART 69

V 39 Similar ILL Activity Level Libraries--Free Photocopies: "Yes,"No," or "Maybe"
BY V 1 Type of Library

NUMBER OF MISSING OBSERVATIONS= 16

V39	V 1	1 Academic, Private	2 Academic, Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
Yes	1	15	11	3	10	8		47
		31.9	23.4	6.4	21.3	17.0		34.6
		42.9	36.7	23.1	34.5	33.3		
		11.0	8.1	2.2	7.4	5.9		
No	2	8	6	4	5	7	5	35
		22.9	17.1	11.4	14.3	20.0	14.3	25.7
		22.9	20.0	30.8	17.2	29.2	100.0	
		5.9	4.4	2.9	3.7	5.1	3.7	
Maybe	3	12	13	6	14	9		54
		22.2	24.1	11.1	25.9	16.7		39.7
		34.3	43.3	46.2	48.3	37.5		
		8.8	9.6	4.4	10.3	6.6		
COLUMN TOTAL		35	30	13	29	24	5	136
		25.7	22.1	9.6	21.3	17.6	3.7	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F.<5
18.27819	10	0.0504	1.287	5 of 18 (27.8%)

	WITH V1 DEPENDENT	WITH V 39 DEPENDENT	SIGNIFICANCE
	0.01980	0.09756	
SYMMETRIC			
LAMBDA	0.05464		
	VALUE		
CONTINGENCY COEFFICIENT	0.34420		0.2574
PEARSON'S R	0.05632		
GAMMA	0.06530		

CHART 70

V 48 Total ILL Activity Level: First to Fourth Level Activity
BY V 39 Similar ILL Activity Level Libraries--Free Photocopies: "Yes," "No," or "Maybe"
V 39 NUMBER OF MISSING OBSERVATIONS = 32

V 48	COUNT / ROW PCT / COL PCT / TOT PCT	Yes 1	No 2	Maybe 3	ROW TOTAL
1.00 First Level Activity		8	10	12	30
		26.7	33.3	40.0	25.0
		18.6	37.0	24.0	
		6.7	8.3	10.0	
2.00 Second Level Activity		10	6	16	32
		31.3	18.8	50.0	26.7
		23.3	22.2	32.0	
		8.3	5.0	13.3	
3.00 Third Level Activity		13	3	12	28
		46.4	10.7	42.9	23.3
		30.2	11.1	24.0	
		10.8	2.5	10.0	
4.00 Fourth Level Activity		12	8	10	30
		40.0	26.7	33.3	25.0
		27.9	29.6	20.0	
		10.0	6.7	8.3	
COLUMN TOTAL		43	27	50	120
		35.8	22.5	41.7	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
6.70135	6	0.3494

	SYMMETRIC
LAMBDA	0.06329

	VALUE
CONTINGENCY COEFFICIENT	0.22998
PEARSON'S R	-0.10509
GAMMA	-0.12209

MIN E.F.	CELLS WITH E.F. < 5
6.300	NONE

WITH V48 DEPENDENT	WITH V39 DEPENDENT
0.07955	0.04286

SIGNIFICANCE
0.1266

CHART 71

V 25 Proportion of Photocopies Sent to Photocopies Received
BY V 39 Similar ILL Activity Level Libraries--Free Photocopies: "Yes," "No," or "Maybe"

NUMBER OF MISSING OBSERVATIONS= 16

V 25	V 39 Yes (1)	No (2)	Maybe (3)	ROW TOTAL
1 Send Many More	7	11	8	26
	26.9	42.3	30.8	19.1
	14.6	32.4	14.8	
	5.1	8.1	5.9	
2 Send more	3	5	5	13
	23.1	38.5	38.5	9.6
	6.3	14.7	9.3	
	2.2	3.7	3.7	
3 Send About as Many	11	7	9	27
	40.7	25.9	33.3	19.9
	22.9	20.6	16.7	
	8.1	5.1	6.6	
4 Send Fewer	12	2	13	27
	44.4	7.4	48.1	19.9
	25.0	5.9	24.1	
	8.8	1.5	9.6	
5 Send Far Fewer	15	9	19	43
	34.9	20.9	44.2	31.6
	31.3	26.5	35.2	
	11.0	6.6	14.0	
COLUMN TOTAL	48	34	54	136
	35.3	25.0	39.7	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
11.13613	8	0.1941	3.250	2 of 15 (13.3%)

	SYMMETRIC	WITH V25 DEPENDENT	WITH V39 DEPENDENT
LAMBDA	0.04000	0.02151	0.06098

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.27511	
PEARSON'S R	0.01652	0.4243
GAMMA	0.02864	

V 40 Similar ILL Activity Level Libraries--Reduced Rate: "Yes," "No," or "Maybe"

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	29	19.1	22.1	22.1
No	2	36	23.7	27.5	49.6
Maybe	3	66	43.4	50.4	100.0
Not Ascertained	9	21	13.8	MISSING	
	TOTAL	152	100.0	100.0	

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CHART 72

CHART 73

V 40 Similar ILL Activity Level Libraries--Reduced Rate: "Yes," "No," or "Maybe"
BY V 1 Type of Library

NUMBER OF MISSING OBSERVATIONS= 22

V40	V1	1 Academic, Private	2 Academic, Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
1 Yes	COUNT	11	7	3	3	4		28
	ROW PCT	39.3	25.0	10.7	10.7	14.3		21.5
	COL PCT	32.4	23.3	25.0	11.5	17.4		
	TOT PCT	8.5	5.4	2.3	2.3	3.1		
2 No	COUNT	4	11	4	5	7	5	36
	ROW PCT	11.1	30.6	11.1	13.9	19.4	13.9	27.7
	COL PCT	11.8	36.7	33.3	19.2	30.4	100.0	
	TOT PCT	3.1	8.5	3.1	3.8	5.4	3.8	
3 Maybe	COUNT	19	12	5	18	12		66
	ROW PCT	28.8	18.2	7.6	27.3	18.2		50.8
	COL PCT	55.9	40.0	41.7	69.2	52.2		
	TOT PCT	14.6	9.2	3.8	13.8	9.2		
COLUMN TOTAL		34	30	12	26	23	5	130
		26.2	23.1	9.2	20.0	17.7	3.8	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F.<5
24.07463	10	0.0074	1.077	6 of 18 (33.3%)

	WITH V1 DEPENDENT	WITH V40 DEPENDENT	SIGNIFICANCE
	0.07292	0.07813	
LAMBDA	SYMMETRIC 0.07500		0.1824

	VALUE
CONTINGENCY COEFFICIENT	0.39529
PEARSON'S R	0.08014
GAMMA	0.05891

265

CHART 74

V 48 Total ILL Activity Level: First to Fourth Level Activity
BY V 40 Similar ILL Activity Level Libraries--Reduced Rate: "Yes," "No," or "Maybe"
V 40 NUMBER OF MISSING OBSERVATIONS = 38

COUNT / ROW PCT / COL PCT / TOT PCT	Yes 1	No 2	Maybe 3	ROW TOTAL
V 48 1.00 First Level Activity	5	7	17	29
	17.2	24.1	58.6	25.4
	20.0	24.1	28.3	
	4.4	6.1	14.9	
2.00 Second Level Activity	6	8	17	31
	19.4	25.8	54.8	27.2
	24.0	27.6	28.3	
	5.3	7.0	14.9	
3.00 Third Level Activity	6	5	13	24
	25.0	20.8	54.2	21.1
	24.0	17.2	21.7	
	5.3	4.4	11.4	
4.00 Fourth Level Activity	8	9	13	30
	26.7	30.0	43.3	26.3
	32.0	31.0	21.7	
	7.0	7.9	11.4	
COLUMN TOTAL	25	29	60	114
	21.9	25.4	52.6	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
1.99080	6	0.9205

	SYMMETRIC
LAMBDA	0.02190

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.13101	
PEARSON'S R	-0.11397	0.1136
GAMMA	-0.14526	

MIN E.F.	CELLS WITH E.F. < 5
5.263	NONE

WITH V48 DEPENDENT	WITH V 40 DEPENDENT
0.03614	0.00000

CHART 75

V 25 Proportion of Photocopies Sent to Photocopies Received
BY V 40 Similar ILL Activity Level Libraries--Reduced Rate: "Yes," "No," or "Maybe"

NUMBER OF MISSING OBSERVATIONS= 22

V 25	V 40 Yes (1)	No (2)	Maybe (3)	ROW TOTAL
1 Send Many More	5	10	11	26
	19.2	38.5	42.3	20.0
	17.2	28.6	16.7	
	3.8	7.7	8.5	
2 Send more	2	5	5	12
	16.7	41.7	41.7	9.2
	6.9	14.3	7.6	
	1.5	3.8	3.8	
3 Send About as Many	6	4	16	26
	23.1	15.4	61.5	20.0
	20.7	11.4	24.2	
	4.6	3.1	12.3	
4 Send Fewer	9	4	12	25
	36.0	16.0	48.0	19.2
	31.0	11.4	18.2	
	6.9	3.1	9.2	
5 Send Far Fewer	7	12	22	41
	17.1	29.3	53.7	31.5
	24.1	34.3	33.3	
	5.4	9.2	16.9	
COLUMN TOTAL	29	35	66	130
	22.3	26.9	50.8	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
8.88667	8	0.3519	2.677	2 of 15 (13.3%)

	WITH V 25 DEPENDENT	WITH V 40 DEPENDENT
SYMMETRIC	0.01307	0.02247
LAMBDA		0.00000

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.25295	
PEARSON'S R	0.03676	0.3390
GAMMA	0.05828	

V 41 All Libraries--Free Photocopies: "Yes," "No," or "Maybe"

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	49	32.2	35.8	35.8
No	2	47	30.9	34.3	70.1
Maybe	3	41	27.0	29.9	100.0
Not Ascertained	9	15	9.9	MISSING	
	TOTAL	152	100.0	100.0	

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CHART 76

CHART 77

V 41 All Libraries--Free Photocopies: "Yes," "No," or "Maybe"
BY V 1 Type of Library

NUMBER OF MISSING OBSERVATIONS= 16

V 41	V 1	1 Academic, Private	2 Academic, Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
1 Yes	COUNT	18	12	3	9	6	1	49
	ROW PCT	36.7	24.5	6.1	18.4	12.2	2.0	36.0
	COL PCT	48.6	41.4	23.1	32.1	25.0	20.0	
	TOT PCT	13.2	8.8	2.2	6.6	4.4	.7	
2 No	COUNT	11	7	7	8	10	3	46
	ROW PCT	23.9	15.2	15.2	17.4	21.7	6.5	33.8
	COL PCT	29.7	24.1	53.8	28.6	41.7	60.0	
	TOT PCT	8.1	5.1	5.1	5.9	7.4	2.2	
3 Maybe	COUNT	8	10	3	11	8	1	41
	ROW PCT	19.5	24.4	7.3	26.8	19.5	2.4	30.1
	COL PCT	21.6	34.5	23.1	39.3	33.3	20.0	
	TOT PCT	5.9	7.4	2.2	8.1	5.9	.7	
COLUMN TOTAL		37 27.2	29 21.3	13 9.6	28 20.6	24 17.6	5 3.7	136 100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F.<5
10.27732	10	0.4165	1.507	6 of 18 (33.3%)

	WITH V 1 DEPENDENT	WITH V 41 DEPENDENT	SIGNIFICANCE
LAMBDA	0.03030	0.13793	
SYMMETRIC		0.08065	

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.26506	0.0355
PEARSON'S R	0.15532	
GAMMA	0.18502	

CHART 78

V 48 Total ILL Activity Level: First to Fourth Level Activity
BY V 41 All Libraries--Free Photocopies: "Yes," "No," or "Maybe"

V 41 NUMBER OF MISSING OBSERVATIONS = 32

V 48	COUNT / ROW PCT / COL PCT / TOT PCT	Yes 1	No 2	Maybe 3	ROW TOTAL
1.00 First Level Activity		7	10	14	31
		22.6	32.3	45.2	25.8
		15.6	25.6	38.9	
		5.8	8.3	11.7	
2.00 Second Level Activity		13	9	9	31
		41.9	29.0	29.0	25.8
		28.9	23.1	25.0	
		10.8	7.5	7.5	
3.00 Third Level Activity		17	6	6	29
		58.6	20.7	20.7	24.2
		37.8	15.4	16.7	
		14.2	5.0	5.0	
4.00 Fourth Level Activity		8	14	7	29
		27.6	48.3	24.1	24.2
		17.8	35.9	19.4	
		6.7	11.7	5.8	
COLUMN TOTAL		45	39	36	120
		37.5	32.5	30.0	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
13.34816	6	0.0378	8.700	NONE

	SYMMETRIC	WITH V48 DEPENDENT	WITH V41 DEPENDENT
LAMBDA	0.16463	0.15730	0.17333

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.31639	
PEARSON'S R	-0.14401	0.0583
GAMMA	-0.16603	

CHART 79

V 25 Proportion of Photocopies Sent to Photocopies Received
BY V 41 All Libraries-- Free Photocopies: "Yes," "No," or "Maybe"

NUMBER OF MISSING OBSERVATIONS= 16

V 25	V 41 Yes (1)	No (2)	Maybe (3)	ROW TOTAL
1 Send Many More	2	17	6	25
	8.0	68.0	24.0	18.4
	4.1	36.2	15.0	
	1.5	12.5	4.4	
2 Send more	3	4	6	13
	23.1	30.8	46.2	9.6
	6.1	8.5	15.0	
	2.2	2.9	4.4	
3 Send About as Many	8	9	11	28
	28.6	32.1	39.3	20.6
	16.3	19.1	27.5	
	5.9	6.6	8.1	
4 Send Fewer	15	4	8	27
	55.6	14.8	29.6	19.9
	30.6	8.5	20.0	
	11.0	2.9	5.9	
5 Send Far Fewer	21	13	9	43
	48.8	30.2	20.9	31.6
	42.9	27.7	22.5	
	15.4	9.6	6.6	
COLUMN TOTAL	49	47	40	136
	36.0	34.6	29.4	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
26.24186	8	0.0010

MIN E.F. 3.824

CELLS WITH E.F. < 5: 3 of 15 (20.0%)

	WITH V 25 DEPENDENT	WITH V 41 DEPENDENT
SYMMETRIC	0.15000	0.24138
LAMBDA	0.06452	

SIGNIFICANCE	VALUE	
CONTINGENCY COEFFICIENT	0.40218	
PEARSON'S R	-0.24015	0.0024
GAMMA	-0.27581	

V 42 All Libraries--Reduced Rate: "Yes," "No," or "Maybe"

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	31	20.4	23.0	23.0
No	2	32	21.1	23.7	46.7
Maybe	3	72	47.4	53.3	100.0
Not Ascertained	9	17	11.2	MISSING	
	TOTAL	152	100.0	100.0	

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CHART 80

CHART 81

V 42 All Libraries--Reduced Rate : "Yes," "No," or "Maybe"
BY V 1 Type of Library

NUMBER OF MISSING OBSERVATIONS= 18

V42	V 1	1 'Academic',Private'	2 'Academic',Public'	3 'Medical'	4 'Public'	5 'Special'	6 'Other'	ROW TOTAL
1 Yes	COUNT	14	4	3	4	6		31
	ROW PCT	45.2	12.9	9.7	12.9	19.4		23.1
	COL PCT	37.8	13.8	23.1	14.8	26.1		
	TOT PCT	10.4	3.0	2.2	3.0	4.5		
2 No	COUNT	4	9	4	4	7	3	31
	ROW PCT	12.9	29.0	12.9	12.9	22.6	9.7	23.1
	COL PCT	10.8	31.0	30.8	14.8	30.4	60.0	
	TOT PCT	3.0	6.7	3.0	3.0	5.2	2.2	
3 Maybe	COUNT	19	16	6	19	10	2	72
	ROW PCT	26.4	22.2	8.3	26.4	13.9	2.8	53.7
	COL PCT	51.4	55.2	46.2	70.4	43.5	40.0	
	TOT PCT	14.2	11.9	4.5	14.2	7.5	1.5	
COLUMN TOTAL		37 27.6	29 21.6	13 9.7	27 20.1	23 17.2	5 3.7	134 100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F.<5
16.62241	10	0.0831	1.157	5 of 18 (27.8%)

	WITH V 1 DEPENDENT	WITH V 42 DEPENDENT	SIGNIFICANCE
	0.05155	0.01613	
	SYMMETRIC	VALUE	
LAMBDA	0.03774		
CONTINGENCY COEFFICIENT		0.33220	
PEARSON'S R		0.06615	0.2238
GAMMA		0.06046	

CHART 82

V 48 Total ILL Activity Level: First to Fourth Level Activity
BY V 42 All Libraries--Reduced Rate: "Yes," "No," or "Maybe"

V 42 NUMBER OF MISSING OBSERVATIONS = 34

V 48	Yes (1)	No (2)	Maybe (3)	ROW TOTAL
1.00 First Level Activity	5	4	21	30
	16.7	13.3	70.0	25.4
	17.9	15.4	32.8	
	4.2	3.4	17.8	
2.00 Second Level Activity	8	8	15	31
	25.8	25.8	48.4	26.3
	28.6	30.8	23.4	
	6.8	6.8	12.7	
3.00 Third Level Activity	10	4	14	28
	35.7	14.3	50.0	23.7
	35.7	15.4	21.9	
	8.5	3.4	11.9	
4.00 Fourth Level Activity	5	10	14	29
	17.2	34.5	48.3	24.6
	17.9	38.5	21.9	
	4.2	8.5	11.9	
COLUMN TOTAL	28	26	64	118
	23.7	22.0	54.2	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
8.78254	6	0.1862

	SYMMETRIC
LAMBDA	0.07092

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.26320	
PEARSON'S R	-0.10143	0.1372
GAMMA	-0.14772	

MIN E.F. 6.169 CELLS WITH E.F. < 5 NONE

	WITH V 48	WITH V 42
	DEPENDENT	DEPENDENT
	0.11494	0.00000

CHART 83

V 25 Proportion of Photocopies Sent to Photocopies Received
BY V 42 All Libraries-- Reduced Rate: "Yes," "No," or "Maybe"

NUMBER OF MISSING OBSERVATIONS= 18

V 25	COUNT / ROW PCT / COL PCT / TOT PCT	V 42: Yes (1)	No (2)	Maybe (3)	ROW TOTAL
1 Send Many More		1	11	13	25
		4.0	44.0	52.0	18.7
		3.2	34.4	18.3	
		.7	8.2	9.7	
2 Send more		2	4	7	13
		15.4	30.8	53.8	9.7
		6.5	12.5	9.9	
		1.5	3.0	5.2	
3 Send About as Many		5	5	18	28
		17.9	17.9	64.3	20.9
		16.1	15.6	25.4	
		3.7	3.7	13.4	
4 Send Fewer		12	4	10	26
		46.2	15.4	38.5	19.4
		38.7	12.5	14.1	
		9.0	3.0	7.5	
5 Send Far Fewer		11	8	23	42
		26.2	19.0	54.8	31.3
		35.5	25.0	32.4	
		8.2	6.0	17.2	
COLUMN TOTAL		31	32	71	134
		23.1	23.9	53.0	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
18.61537	8	0.0171	3.007	2 of 15 (13.3%)

	SYMMETRIC	WITH V 25 DEPENDENT	WITH V 42 DEPENDENT
LAMBDA	0.03871	0.04348	0.03175

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.34925	
PEARSON'S R	-0.13001	0.0671
GAMMA	-0.11323	

V 43 Reciprocal Agreement Already

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Yes	1	104	68.4	72.7	72.7
No	2	39	25.7	27.3	100.0
Not Ascertained	9	9	5.9	MISSING	
	TOTAL	152	100.0	100.0	

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CHART 84

CHART 85

V43 Reciprocal Agreement Already: "Yes," or "No"
BY V 1 Type of Library

V 1 NUMBER OF MISSING OBSERVATIONS= 10

V 43	COUNT / ROW PCT / COL PCT / TOT PCT	1 Academic, Private	2 Academic, Public	3 Medical	4 Public	5 Special	6 Other	ROW TOTAL
1 Yes		32	25	14	19	12	1	103
		31.1	24.3	13.6	18.4	11.7	1.0	72.5
		82.1	83.3	100.0	63.3	50.0	20.0	
		22.5	17.6	9.9	13.4	8.5	.7	
2 No		7	5		11	12	4	39
		17.9	12.8		28.2	30.8	10.3	27.5
		17.9	16.7		36.7	50.0	80.0	
		4.9	3.5		7.7	8.5	2.8	
COLUMN TOTAL		39	30	14	30	24	5	142
		27.5	21.1	9.9	21.1	16.9	3.5	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE	MIN E.F.	CELLS WITH E.F. < 5
23.14975	5	0.0003	1.373	3 of 12 (25.0%)

	SYMMETRIC	WITH V 43 DEPENDENT	WITH V 1 DEPENDENT
LAMBDA	0.05634	0.07692	0.04854

	VALUE	SIGNIFICANCE
CONTINGENCY COEFFICIENT	0.37440	
PEARSON'S R	0.32033	0.0001
GAMMA	0.46723	

CHART 86

V 48 Total ILL Activity Level: First to Fourth Level Activity
BY V 43 Reciprocal Agreement Already: "Yes," or "No"
V 43 NUMBER OF MISSING OBSERVATIONS= 26

COUNT / ROW PCT / COL PCT / TOT PCT	Yes 1	No 2	ROW TOTAL
V 48 1.00 First Level Activity	17	15	32
	53.1	46.9	25.4
	18.1	46.9	
	13.5	11.9	
2.00 Second Level Activity	23	9	32
	71.9	28.1	25.4
	24.5	28.1	
	18.3	7.1	
3.00 Third Level Activity	26	5	31
	83.9	16.1	24.6
	27.7	15.6	
	20.6	4.0	
4.00 Fourth Level Activity	28	3	31
	90.3	9.7	24.6
	29.8	9.4	
	22.2	2.4	
COLUMN TOTAL	94	32	126
	74.6	25.4	100.0

CHI-SQUARE	D.F.	SIGNIFICANCE
13.36524	3	0.0039

	SYMMETRIC
LAMBDA	0.08730

	VALUE
CONTINGENCY COEFFICIENT	0.30968
PEARSON'S R	-0.31791
GAMMA	-0.52744

CELLS WITH E.F. < 5

MIN E.F.	WITH V 43 DEPENDENT	SIGNIFICANCE
7.873	0.00000	0.0001
NONE		

WITH V 48 DEPENDENT
0.11702

Library Association Memberships Held by Surveyed (Institutional or Individual Memberships)

Association Membership	"Yes" Response	Total Percentage	Valid Percentage
Academic Library Association of Ohio (ALAO)	51	33.6	56.7
American Library Association (ALA)	88	57.9	78.6
American Society for Information Science (ASIS)	22	14.0	27.5
Association of College and Research Libraries (ACRL)	41	27.0	47.1
Catholic Library Association (CLA)	4	2.6	5.8
Medical Library Association (MLA)	16	10.5	20.8
Ohio Health Information Organization (OHIO)	13	8.6	17.3
Ohio Library Association (OLA)	87	57.2	75.0
Special Libraries Association (SLA)	34	22.4	39.5

CHART 87

V 44 Library Associations' Role in Fostering ILL Cost Containment Programs

VALUE LABEL	VALUE	FREQUENCY	PERCENT	VALID PERCENT	CUM PERCENT
Very Important Part	1	29	19.1	20.9	20.9
Important Part	2	65	42.8	46.8	67.6
Some Part	3	29	19.1	20.9	88.5
Minor Part	4	9	5.9	6.5	95.0
No Part	5	7	4.6	5.0	100.0
Not Ascertained	9	13	8.6	MISSING	
	TOTAL	152	100.0	100.0	

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CHART 88

Perception of Library Associations' Role in Fostering Cost Containment Programs Broken Down by Particular Association Memberships among Those Surveyed

Library Association Membership	Perception of Library Associations' Role: Very Important Part or Important Part	Some Part or Minor Part or No Part	
	Frequency (Row Pct)	Frequency (Row Pct)	ROW TOTAL
Academic Library Association of Ohio (ALAO)	35 (70.0)	15 (30.0)	50
American Library Association (ALA)	57 (72.1)	22 (27.9)	79
American Society for Information Sciences (ASIS)	14 (70.0)	6 (30.0)	20
Association of College & Research Libraries (ACRL)	29 (74.3)	10 (25.7)	39
Catholic Library Association (CLA)	3 (75.0)	1 (25.0)	4
Medical Library Association (MLA)	9 (60.0)	6 (40.0)	15
Ohio Health Information Organization (OHIO)	8 (66.7)	4 (33.4)	12
Ohio Library Association (OLA)	51 (67.1)	25 (32.9)	76
Special Libraries Association (SLA)	17 (58.6)	12 (41.3)	29

CHART 89

Perception of Library Associations' Role in Fostering Cost Containment Programs Broken Down by the Total ILL Activity Level of the Surveyed Libraries

Level of Total ILL Activity	Perception of Library Associations' Role: Very Important Part or Important Part	Some Part or Minor Part or No Part	ROW TOTAL
	Frequency (Row Pct)	Frequency (Row Pct)	
First Level Activity	20 (62.5)	12 (37.6)	32
Second Level Activity	23 (74.2)	8 (25.8)	31
Third Level Activity	19 (67.9)	9 (32.2)	28
Fourth Level Activity	20 (64.5)	11 (35.5)	31
COLUMN TOTAL	82 (67.2)	40 (32.7)	

CHART 90

NUMBER OF MISSING OBSERVATIONS= 30